
SASKTEL
INTEGRATED BUSINESS
COMMUNICATIONS

FEATURE GUIDE

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SaskTel 
| *Business Solutions* |

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INTRODUCTION

This document provides a description of the services offered by Integrated Business Communications (IBC).

The following services are covered:

- **User services** – These services are assigned to specific users on the system and are used, managed, and configured by the user.
- **Group services** – These services apply to groups of users, which can be further categorized as:
 - **Virtual user services** – These services are authorized to a group and make use of a virtual user who performs an action upon receiving a call (for example, an Auto Attendant). Typically, a virtual user service allows more than one service instance (virtual user) to be created for a group.
 - **Multiuser services** – These services are authorized to a group and enable functionality that involves selected users in the group, for example, the Call Pickup service.
 - **Group services** – These services provide functionality that applies to all users in a group, for example, an Outgoing Calling Plan (OCP).
- **Messaging services** – These services provide users with the ability to send, receive, and manage messages.
- **Provisioning and configuration tools** – These capabilities and tools are intended for Enterprise Administrators to help them manage the services.

This document describes the basic functionality of each service and provides an explanation of how the service is used and configured by a user as well as an Administrator.

This document does not cover interactions between services unless they are part of the service itself.

IBC configuration and provisioning tasks are hierarchical and although not explicitly mentioned for each occurrence, any configuration or provisioning action available to an administrative level is also available to higher-level Administrators.

USER SERVICES

This section describes the services offered to IBC users.

User services are typically assigned to specific users based on the IBC package assigned to that user, and are managed and configured by the user via the user web portal.

1. Automatic Call Back

The Automatic Call Back (ACB) service allows a user to be notified when the previously called busy party becomes idle and is connected without having to redial the phone number.

The Automatic Call Back service can only be activated against other IBC users within your Enterprise. This feature only works if you get a busy signal, and it will not work if you are forwarded to voice mail.

Description

When a user calls another party and the call cannot be connected because the line is busy, the user is prompted to make an Automatic Call Back request (for example, “The line you are calling is busy. Press 1 if you would like to be notified when the line becomes available”). On request from the user, the system monitors a busy party and automatically establishes a call for the user when the busy party becomes available.

To request Automatic Call Back, the user enters the digit prompted for. The user is notified with special ringing when the previously called party becomes idle. If the user answers the call, call setup is automatically initiated toward the other party and the user is not required to redial the phone number.

The new call attempt is treated as an originating call attempt; it can receive busy treatment or it can be redirected. Both parties must be available for the system to attempt call setup.

The destination is considered busy or unavailable if it cannot receive a call. This means that if the call is redirected and the new location is busy, the caller is not prompted to activate Automatic Call Back. Similarly, Automatic Call Back cannot be requested if the call is rejected by Selective Call Rejection or Selective Call Acceptance.

A user can deactivate all outstanding Automatic Call Back requests by entering the Automatic Call Back deactivation feature access code (*58).

Configuration

The user can activate or deactivate the service.

2. Busy Lamp Field

The Busy Lamp Field (BLF) service allows a user with a SIP phone to monitor the hook status and remote party information of selected users via the busy lamp fields on the phone. If enabled, the user can see if the monitored user’s line is idle, ringing, or busy.

Description

This service allows SIP phones to manage the lamp and console displays for monitored users.

The user configures the list of up to 50 users from their group or Enterprise that they want to monitor. The SIP phone subscribes to the list and receives notifications about the state of the monitored users. For each monitored user, the device shows whether the user is busy, ringing, or idle. The user can also be notified about calls being parked/no longer parked against monitored users.

The order used to display monitored users on the SIP phone can be controlled from the web portal.

Configuration

The user creates a list of users to monitor and the order with which they will be displayed on their SIP phone.

The user also specifies whether they want to be notified about parking events for monitored users.

The user can set privacy settings to restrict other users from monitoring their phone status (BLF). Refer to the [Privacy](#) feature for more details.

NOTE: There is no limit to the number of monitoring lists on which a user can be listed.

3. Call Forwarding Always

The Call Forwarding Always (CFA) service allows a user to redirect all incoming calls to another destination automatically.

Description

This service redirects all incoming calls to a specified destination unconditionally, that is, independently of whether the user's line is busy, idle, alerting, and so on.

The destination (phone number) to forward calls to must be permitted by the user's calling plans. Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination.

A reminder indicator is set on the user's SIP phone and Desktop Client when the service is active. Optionally, a ring splash is applied to the user's device each time a call is forwarded.

IBC supports multipath forwarding for all types of Call Forwarding services to a maximum of 5 redirected calls.

It is possible for the Call Forwarding Always service to create a call loop. For example, consider the case that arises when Subscriber A has Call Forwarding Always activated and configured to forward all calls to Subscriber B, and Subscriber B calls Subscriber A.

To avoid such loop conditions, IBC performs verification to make sure that the current forwarding attempt does not create a loop before allowing the forwarding to occur. IBC considers the forwarding as a loop if any of the following conditions are met (after performing the translations for the redirection destination):

- IBC detects that the redirection destination is bound to a known IBC user who is already involved in the current communication.
- IBC finds a match between the phone number of the forwarding destination and the phone number of the originator of the call being forwarded. **NOTE:** This can be detected only if both locations represent a phone number.

If this feature is enabled and the destination number does not answer, the calling party will be routed to the voice mail service of the destination number. For example, if a user has their number forwarded to their home phone and nobody answers, their home voice mail service will pick up.

NOTE: The default setting for Voice Mail enables calls to forward to voice mail after a certain number of rings. If a user programs the call forward always feature to automatically forward calls to a different telephone number other than voice mail, this will override the default setting that is forwarding to voice mail.

Configuration

The user can control the service via the web portal, the feature access codes, or the user's supported SIP phone.

When the user enters the forwarding phone number, the system validates the phone number against the user's calling plans. If the number is not allowed, the user is presented with an audio treatment or an error message.

Web Portal

The user can activate and deactivate the service through the web portal. When the service is activated, a valid forwarding phone number must be entered. The user can also select whether a ring splash should be played when a call is forwarded.

Feature Access Codes

The user can activate, deactivate, or inquire about the service through feature access codes dialed from the user's device.

- To activate the service, the user dials *72 followed by a valid forwarding phone number. The system then plays a confirmation announcement and the user hangs up.
If the user does not enter a phone number, the previously configured phone number is used.
- To deactivate the service, the user dials *73. The system then plays a confirmation announcement and the user hangs up.
- To obtain the current status and destination of Call Forwarding Always, the user dials *#21. The status is *active* or *inactive* and the destination is the *current forwarding number*.

SIP Phone

The user can use the buttons on their supported SIP phone to activate this service.

4. Call Forwarding Always to Voice Mail

The Call Forwarding Always to Voice Mail service allows a user to send incoming calls to voice mail regardless of whether the user is busy.

Description

This service redirects all incoming calls to the user's voice mail unconditionally, that is, independently of whether the user's line is busy, idle, alerting, and so on.

NOTE: The Call Forwarding Always service has precedence over Call Forwarding Always to Voice Mail.

Configuration

This service is available with all IBC packages.

The user activates or deactivates Call Forwarding Always to Voice Mail either through the web portal or by using feature access codes.

- From the web portal, the user enables or disables the service via an option on the *Voice Mail* page.
- From their phone, the user dials *22 to enable the service and #22 to disable it.

After the feature access code is dialed, the system plays a confirmation announcement: "Your Voice Mail service is now set to [not] answer calls immediately. Thank you". It then releases the call.

These feature access codes enable or disable the service for Voice Mail.

5. Call Forwarding Busy

The Call Forwarding Busy service allows a user to redirect incoming calls to another destination when the user is busy.

Description

This service forwards calls to a specified destination when the user is busy. A user is considered busy by this service when their line is already in use, or when a service (for example, Do Not Disturb or Selective Call Rejection) makes the user appear busy to the caller.

The destination (phone number) to forward calls to must be permitted by the user's calling plans. Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination.

IBC supports multipath forwarding for all types of Call Forwarding services to a maximum of 5 redirected calls.

If this feature is enabled and the destination number does not answer, the calling party will be routed to the voice mail service of the destination number.

NOTE: The default setting for Voice Mail enables calls to forward to voice mail when a user's phone is busy. If a user programs the call forward busy feature to automatically forward calls to a different telephone number other than voice mail, this will override the default setting that is forwarding to voice mail.

Configuration

The user can control the service via the web portal, via feature access codes, or from the user's supported SIP phone.

When the user enters the forwarding phone number, the system validates the phone number against the user's calling plans. If the number is not allowed, the user is presented with an audio treatment or an error message.

Web Portal

The user can activate and deactivate the service through the web portal. When the service is activated, a valid forwarding phone number must be entered.

Feature Access Codes

The user can activate, deactivate, or inquire about the service through feature access codes dialed from the user's device.

- To activate the service, the user dials *90 followed by a valid forwarding phone number. The system then plays a confirmation announcement and the user hangs up.
If the user does not enter a phone number, the phone number that was previously configured is used.
- To deactivate the service, the user dials *91. The system then plays a confirmation announcement and the user hangs up.
- To obtain the current status and destination of Call Forwarding Busy, the user dials *#23. The status is *active* or *inactive* and the destination is the *current forwarding number*.

SIP Phone

The user can use the buttons on their supported SIP phone to activate this service.

6. Call Forwarding Busy to Voice Mail

The Call Forwarding Busy to Voice Mail service allows a user to redirect incoming calls to voice mail when the user is busy.

Description

This service redirects incoming calls to the user's voice mail when the user is busy. A user is considered busy by this service when there are too many active calls or a service (for example, Do Not Disturb or Selective Call Rejection) makes the user appear busy to the caller.

The Call Forwarding Busy service has precedence over Call Forwarding Busy to Voice Mail.

Configuration

This service is automatically available when the user has Voice Mail.

The user activates or deactivates Call Forwarding Busy to Voice Mail either through the web portal or by using feature access codes.

- From the web portal, the user enables or disables the service via an option on the *Voice Mail* page.
- From their phone, the user dials *23 to enable the service and #23 to disable it.

After the feature access code is dialed, the system plays the confirmation announcement: "Your Voice Mail service is now set to [not] answer calls when you are busy. Thank you." It then releases the call.

7. Call Forwarding No Answer

The Call Forwarding No Answer service allows a user to redirect incoming calls to another destination when the user does not answer within a specified number of rings.

Description

This service forwards incoming calls to a specified destination when a user does not answer a call for a configured number of rings. The destination (phone number) to forward calls to must be permitted by the user's calling plans. Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination.

IBC supports multipath forwarding for all types of Call Forwarding services to a maximum of 5 redirected calls.

The user has the option to select "0" (or "None") rings to immediately apply no-answer processing.

However, when the number of rings before no-answer processing applies is set to "0" and the called party is busy, the busy processing is applied. The only exception to this is for users using a SIP device, when the phone is off-hook but the user is not yet involved in a call. In such a case, although the phone is off-hook, the no-answer processing applies because IBC is not aware that the called party is off-hook.

If this feature is enabled and the destination number does not answer, the calling party will be routed to the voice mail service of the destination number.

NOTE: The default setting for Voice Mail also enables calls to forward to voice mail after a certain number of rings. If the user programs the call forward no answer feature to automatically forward calls to a different telephone number other than voice mail, this will override the default setting that is forwarding to voice mail.

Configuration

The user can control the service via the web portal, soft clients, the feature access codes, or the user's supported SIP phone.

When the user enters the forwarding phone number, the system validates the phone number against the user's calling plans. If the number is not allowed, the user is presented with an audio treatment or an error message.

Web Portal

The user can activate and deactivate the service through the web portal. When the service is activated, a valid forwarding phone number must be entered. The user can also configure the number of rings before the call is forwarded.

Feature Access Codes

The user can activate or deactivate the service, configure the number of rings, or inquire about the service through feature access codes dialed from the user's device.

- To activate the service, the user dials *92 or *61 followed by a valid forwarding phone number. The system then plays a confirmation announcement and the user hangs up.
If the user does not enter a phone number, the phone number that was configured previously is used.
- To deactivate the service, the user dials *93 or #61. The system then plays a confirmation announcement and the user hangs up.
- To obtain the current status and destination of Call Forwarding No Answer, the user dials *#92 or *#61. The status is *active* or *inactive* and the destination is the *current forwarding number*.
- To configure the number of rings before the system applies No Answer handling, the user dials *94.

SIP Phone

The user can use the buttons on their supported SIP phone to activate this service.

8. Call Forwarding No Answer to Voice Mail

The Call Forwarding No Answer to Voice Mail service allows a user to redirect incoming calls to voice mail when the user does not answer the phone.

Description

This service redirects incoming calls to the user's voice mail when the user does not answer the phone within a configurable number of rings.

The Call Forwarding No Answer service has precedence over Call Forwarding No Answer to Voice Mail.

Configuration

This service is available with all IBC packages.

The user enables or disables Call Forwarding No Answer to Voice Mail either through the web portal or by using feature access codes.

- From the web portal, the user enables or disables the service via an option on the Voice Mail page.
- From their phone, the user dials *24 to enable the service and #24 to disable it.

After the feature access code is dialed, the system plays a confirmation announcement: "Your Voice Mail service is now set to [not] answer calls when you do not answer. Thank you." It then releases the call.

9. Call Forwarding Selective (Selective Call Forward)

The Call Forwarding Selective (Selective Call Forward) service allows a user to redirect their incoming calls to a specified destination based on selective criteria specified by the user. This can also be configured to both Hunt Groups and Call Queues.

Description

Call Forwarding Selective forwards an incoming call to a specified destination when the call matches a set of selective criteria specified by the user.

The criteria are based on the incoming caller identity and the time of the call, and are combined into criteria entries, for example, incoming calls from this number, within business hours, and during the workweek. For more information, see section [Selective Criteria](#).

Multiple criteria entries can be defined and calls can be forwarded to a different destination depending on the criteria entry that they satisfy. The service cannot be activated unless there is at least one active criteria entry defined.

Optionally, a ring splash is applied to the user's device each time a call is forwarded.

Configuration

The user can control the service through the web portal or via feature access codes.

When the user enters the forwarding phone number, the system validates the phone number against the user's calling plans. If the number is not allowed, the user is presented with an error message.

Web Portal

The user defines the criteria entries used to filter incoming calls, and associates the same or different forwarding destination with each criteria entry. In addition, criteria entries can be selectively activated or deactivated.

The user can also activate and deactivate the service. When the service is activated, a valid forwarding phone number must be entered and at least one active criteria entry must be defined.

The user can also specify whether a ring splash should be played when a call is forwarded.

Feature Access Codes

The user can activate, deactivate, or inquire about the service through feature access codes dialed from the user's device.

- To activate the service, the user dials *63. The system then plays a confirmation announcement and the user hangs up.
- To deactivate the service, the user dials *83. The system then plays a confirmation announcement and the user hangs up.

10. Call Me Anywhere

The Call Me Anywhere service allows a user to use one or more network locations, also referred to as Call Me Anywhere locations, as extensions to the user's profile.

When the Call Me Anywhere feature has been configured and enabled, the user will be able to receive calls on their Anywhere phone as well as pull calls from the Anywhere phone to the desktop phone or soft client.

Description

The user can seamlessly consolidate devices, including fixed and mobile devices, from different networks under a single IBC account and operate a single set of services.

Each Call Me Anywhere location can be associated with selective criteria, which determines when the location should be alerted for incoming calls.

The criteria are based on the incoming caller identity and the time of the call, and are combined into criteria entries. For example, incoming calls from this number, within business hours, and during the workweek. If required, multiple criteria entries can be defined for each location.

When the incoming call does not satisfy the criteria defined for a location, the location is not alerted. In addition, when no criteria entries are defined for a location or all criteria entries are inactive, the location is not alerted.

Once you have enabled this feature, you will be prompted with two additional options when placing outbound calls from the IBC Mobile Client: Call Back and Call Through. The main use of these two features is to complete calls over the cellular network instead of Wi-Fi/data and to have your office phone number show up in outgoing call display. Users may want to do this in an area where they are on an unreliable Wi-Fi/data connection, roaming, or do not want to share their mobile phone number with the party they are calling.

Call Back allows you to originate voice calls over the cellular network using your business line identity. If 'call back' is selected when placing a call from your mobile client, the mobile device will ring. When it is answered, the call is then placed to the called number.

Call Through also allows you to originate voice calls over the cellular network using your business line identity. Call Through will complete the call over the mobile network much like if you selected the 'iPhone' or 'Mobile' dial option. Call Through works by first dialing a toll free number (1-844-215-9031), which will connect you to the SaskTel network and complete your call. This feature will complete the call using the cellular network, but will also mask your mobile phone number and make it appear like you are calling from your business line. Call Through can only be used to initiate calls from within North America. If outside of North America, Call Back is the only one of these options available.

Configuration

The user can specify one or more phone numbers as Call Me Anywhere locations. The user should add the phone number as a 10 digit number.

The user can configure the following for each Call Me Anywhere location:

- Whether answer confirmation is required. Answer Confirmation plays a confirmation message to the user when they receive a call on their Anywhere number. It requires the user to press any number on the keypad before accepting the call. This can be used to ensure that calls do not go to the user's Call Me Anywhere location's voice mailbox, or to differentiate between personal and business calls.
- Zero or more selective criteria entries used to determine whether a location should be alerted. Each entry can be individually activated or deactivated.

In addition to these options, the user can configure Call Me Anywhere locations to be alerted for Click-To-Dial calls ("call from phone" on the Desktop Soft Client). These settings apply to all Call Me Anywhere locations.

11. Calling Line ID Delivery Blocking

This service enables a user to block delivery of their identity to the called party, on a per call basis.

Description

Calling Line ID Delivery Blocking blocks the delivery of a user's identity (both name and number) to a called party.

Calls made by the user to parties outside of the group or Enterprise have the presentation of their identity (name and number) blocked.

Calling Line ID Delivery Blocking Per Call

The user can block the delivery of their identity for the next call. At the end of the call, the presentation of the user's identity is restored to its persistent status.

Configuration

Users can activate the Calling Line ID Delivery Blocking Per Call service by dialing a feature access code from their phone.

- To block the delivery of their identity for the next call, the user dials by *67 or #31 from their device before making the call. The system plays a confirmation tone followed by a dial tone. The user can then make the call as usual and their identity is blocked.

12. Calling Name Delivery and Calling Number Delivery

The Calling Name Delivery and Calling Number Delivery services allow delivery of calling name and calling number to the user. This service is not supported on IBC Wireless.

Description

Users with Calling Name Delivery assigned and enabled are presented with the calling name, and users with Calling Number Delivery assigned and enabled are presented with the calling number of incoming calls.

The services may be enabled or disabled separately for internal and external calls.

Calling Name Delivery may be blocked, if the user receives an external call from an IBC user with the Block Calling Name for External Calls policy enabled:

- For a user who is part of an Enterprise, an external destination is a destination outside the user's Enterprise.

Configuration

The user can enable and disable the Calling Name Delivery and Calling Number Delivery services separately for internal and external calls.

Calling Name Delivery blocking for external calls may be configured by Administrators at the Enterprise and group levels.

13. Call Logs

The Call Logs services allow users to view information about their placed, received, and missed calls.

Description

Call logs for placed, received, and missed calls are automatically saved when call events occur.

Users can view the logs via the web portal. The call log information includes the name of the remote party, the phone number, and the time the call was made. When displayed through the web portal, call logs are available under three tabs, one for each call type (placed, received, or missed).

A maximum of 20 of the most recent logs per call type (placed, received, and missed) are stored for a user. When the maximum number is reached and a new call log is added, the oldest log of the same type is deleted.

Configuration

The Basic Call Logs service has no configuration.

14. Call Notify

The Call Notify service allows a user to receive e-mail notifications about selected incoming calls based on the specified selective criteria.

Description

The user can define selective criteria that cause certain incoming calls to trigger an email notification that contains information about the caller to be sent to the address specified by the user.

The criteria are based on the incoming caller identity and the time of the call, and are combined into criteria entries. For example, incoming calls from this number, within business hours, and during the workweek.

If the screening is successful, an email notification is sent to the specified address.

The service is automatically turned off when there are no active criteria entries.

Configuration

The user defines the email address where notifications are to be sent and the criteria used to filter incoming calls. The user can selectively activate or deactivate criteria entries. When setting up the criteria, the user can use wild characters if they wish to be notified on calls from a particular area code or block of numbers. For example 306* would notify the user of any calls with area code 306.

15. Call Return

The Call Return service enables a user to return the call from the last party that called. The system stores the number of the last party that called, and when the user dials a recall feature access code, the system attempts to connect the user to that party.

Description

This service allows a user to call the last party that called by dialing *69 on the user's device.

The number to call back must be available to IBC. If the number is available, the last calling party is called as if the user dialed this number directly. If the number is not available, the user is played an error announcement.

A call originated with Call Return is subject to all users' services and restrictions.

Returning a call to a restricted number is not allowed. When a user tries to use Call Return on a call with the caller ID restricted, the user is played an error announcement.

Both answered and unanswered calls can be called back.

The user can delete the last calling number by dialing *29. The most recent incoming number (answered or unanswered) is deleted.

Upon successful deletion, a confirmation announcement is played. After an incoming number is deleted, Call Return cannot be used until a new incoming call has been received.

Configuration

The service has no configuration.

16. Call Transfer

The Call Transfer service enables the user to transfer a call to a specified destination. Call transfers can be blind or with third-party consultation. In addition, the Auto Call Back and Call Transfer Recall features allow the user to camp the call on a busy destination and to be recalled if the transferred call is not answered for any reason. Another option, Diversion Inhibitor, enables the user to prevent

transferred calls from being redirected. Diversion Inhibitor is not supported when transferring to non-IBC lines.

Description

The user can transfer a call from a device or soft client after answering the call. This service is not supported on IBC Wireless.

Blind Call Transfer

In this scenario, the user transfers an active call to a specific destination without consulting the destination party.

To initiate a Blind Call Transfer, the user with an active answered call presses the Transfer button, then the Blind button, then dials the destination number. While the call is ringing, the user hangs up. The original caller hears ringing and is connected to the destination party, if the party answers the phone.

NOTE: Steps may differ between SIP devices.

Transfer with Third-Party Consultation

In this scenario, the user consults with the add-on party before transferring the call to the add-on party.

To initiate call transfer with consultation, the user presses the Transfer button and dials the extension or destination number. When the call is answered, the user consults with the add-on party. To transfer the call, the user presses the Transfer button again; this transfers the original caller to the add-on party.

NOTE: Steps may differ between SIP devices.

Call Transfer Recall

The Call Transfer Recall feature allows for a transferred call to be reconnected to the transferring party if it reaches a failure or no-answer condition after transfer. Call Transfer Recall applies to both blind transfers and transfers with consultation. It does not apply to a transfer with consultation of a barge-in conference.

Busy Camp On

The Busy Camp On feature allows a user to camp a call against a busy IBC destination within the same Enterprise. If the destination party becomes idle within a configurable period of time, the camped call alerts the destination party. If the camped call remains unanswered beyond the configurable period, the call recalls the transferring party.

Busy Camp On applies only to Blind Call Transfers. This service only works within the same IBC Enterprise.

NOTE: For a destination to ring busy, the destination must not have voice mail or Call Forward Busy enabled.

Diversion Inhibitor

The Diversion Inhibitor feature allows the user to prevent calls transferred by them from being redirected by the transferred-to party. When used with Call Transfer Recall, it allows users to ensure that the call is handled by a live person (the receptionist), if the intended destination is unavailable to answer the call. It can be enabled by the user independently for blind-transferred calls and for calls transferred with consultation. This service only works within IBC.

Configuration

Users can configure the following for their Call Transfer service:

- Enable or disable Call Transfer Recall functionality.
- Set the number of rings before Call Transfer Recall is automatically triggered.
- Enable or disable Busy Camp On functionality and specify the time after which the transferring user should be recalled.
- Enable or disable the use of Diversion Inhibitor independently for blind transferred calls and calls transferred with consultation.

17. Configurable Calling Line ID (User Alternate Name/Number Delivery)

The Configurable Calling Line ID feature allows an alternate calling line ID to be presented to the called party when the user makes a call.

Description

This feature allows a group Administrator to assign an alternate calling line ID, which is delivered to the called party.

The calling line ID consists of the last name, first name, and phone number, as they should be delivered as part of the calling line ID. The user cannot modify these attributes, but can see them in their profile.

Configuration

This feature is available automatically and it does not need to be assigned to the user.

The group Administrator configures the user's calling line ID attributes. When not defined, the user's actual name and number are used by default.

The Call Processing policies determine how the configurable calling line ID is used in calls. "Use configurable CLID for Calling Line Identity" must be enabled by the Administrator before the "Calling Line ID Phone Number" field appears in the user's profile.

18. Connected Line Identification Presentation

This service allows the calling party to be presented with the identity of the connected party, which may or may not be the dialed party.

Description

The Connected Line Identification Presentation service controls whether the user receives the connected identity of the remote party on their clients and SIP devices. This service is not supported on IBC Wireless.

The connected line information associated with any calling/called party is populated according to that party's effective Calling Line ID policy.

Configuration

Since this service is an overlay to the Internal Calling Line ID Delivery and External Calling Line ID Delivery services, the user must have the appropriate Calling Line ID Delivery service assigned to use this service, and enables or disables the service by enabling or disabling the Internal Calling Line ID Delivery and/or the External Calling Line ID Delivery services.

19. Connected Line Identification Restriction

This service allows a user to control whether their connected identity is restricted when being sent to the remote user for Connected Line Identification Presentation purposes.

Description

This is a terminating service and does not apply to originations from the user. The user's connected identity is restricted on incoming calls. This service is not supported on IBC Wireless.

Configuration

The user enables or disables the service through the web portal.

20. Consultation Hold

The Consultation Hold service enables a user to put a caller on hold and then make a consultation call to another party.

Description

To initiate consultation hold, a user places the call on hold and presses the new call button, then dials the add-on party. When the call is answered, the user can consult with the add-on party. To drop the add-on party and reconnect to the original party, the user presses the end call button, then the resume button to resume the original call.

Configuration

This service does not need to be assigned to the user and has no configuration parameters.

21. Customer Originated Trace (Call Trace)

The Customer Originated Trace service enables the recipient of an obscene, harassing, or threatening call to request that it be automatically traced by dialing a feature access code after the call.

Description

The user is able to trace an incoming call by dialing *57 after the call is received. When the user issues a trace request, the call that was last received by the user is traced. It could be either an answered or a missed call.

After dialing a feature access code, the user hears a confirmation announcement followed by the dial tone and the requested trace is logged. The user should follow up with a call to the police.

The trace contains the following information:

- The phone number of the user who initiated the trace.
- The date and time the call was received.
- The identity (name and/or number) of the caller.

However, if neither the caller's name nor the caller's number is available to IBC, the call cannot be traced, and the user receives an error announcement when they issue a trace request.

Configuration

The service has no configuration.

22. Directed Call Pickup

The Directed Call Pickup service allows a user to pick up (answer) a call directed to another user in the same customer enterprise.

Description

To pick up a call, the user dials *85, followed by the extension of the ringing party. If the user does not supply an extension, they are given a stutter dial tone so that they can enter the extension.

When the call is answered, the user can treat the call as any other call they receive.

If the ringing party has already answered the call, if the party has no alerting call, or if the dialed extension is invalid, the user receives a reorder treatment.

This feature can be used in conjunction with the Busy Lamp Field feature. A call can be picked up from a user that is being monitored, either on the Polycom Set or the IBC Desktop Client, without the use of a feature access code.

23. Do Not Disturb

This service allows a user to set their status to “unavailable” and not be notified of incoming calls.

Description

When the user activates the Do Not Disturb (DND) service, all calls to the user are processed as if the user is busy and cannot receive calls. Other terminating services trigger the busy condition as if the user really is busy.

Since the usual busy processing applies to the call, the caller is unaware that the user has the service activated.

When active, the service provides a visual reminder to the user via the SIP set and the Desktop Client. Furthermore, every time a call is blocked or deflected because of the service, the user is played a ring splash as a reminder that the service is active. Users can activate and deactivate the ring splash reminder through the *Do Not Disturb* configuration page on the web portal.

Configuration

The user can control the service via the web portal, soft clients, the feature access codes dialed from the user’s device, or the user’s supported SIP phone.

Web Portal

The user can activate and deactivate the service through the web portal. The user can also select whether a ring splash is applied when a call is blocked or deflected by the service.

Feature Access Code

The user can activate and deactivate the Do Not Disturb service by dialing *78 to activate or *79 to deactivate.

SIP Phone

The user can use the buttons on their supported SIP phone to activate this service.

24. Last Number Redial

The Last Number Redial service allows a user to make a call to the last dialed number without having to reenter the number.

Description

To make a call to the last dialed number, the user dials ## or **. The feature access code is replaced with the digits used for the last call that was made by the user and the call is originated as usual. The digits are obtained from the last entry in the call log for placed calls.

The feature access codes can be entered on the user's device.

Configuration

This service has no configuration.

25. Multi-Key Call Waiting

The Multi-Key Call Waiting service enables a user to answer a call while already engaged in another call. The user can have their own telephone number appear on up to five additional line keys on their telephone set so when a new call comes in they can put their current call on hold and answer another call on another line key.

The Desktop Soft Client can handle up to five calls (one active call and four on hold), and the Mobile Soft Client can handle up to two calls (one active call and one on hold).

Description

When an incoming call is received while a user is already engaged in a call, the user is informed of the new call via a call waiting tone, a flashing key, and calling display on the phone. To answer the waiting call, the user presses the flashing line key. This will put the current call on hold and connect the user with the new call. The user can move from one call to another by pressing the line key for the call that is on hold. This will put the currently active call on hold and connect the user with the call associated to the key that was pressed.

If the user hangs up while there is another call that has not been answered, the phone will start ringing.

If the user is on a call on the Desktop or Mobile Soft Client, then the user can also answer a waiting call via the Desktop Soft Client or Mobile Soft Client. When a second call appears, the user can click the Answer button, while the new party is highlighted, to hold the other party and establish a connection with the incoming call. This procedure can be repeated as many times as necessary to toggle between the two parties.

The service ends when any party hangs up.

NOTE: Call Waiting will only alert the device that you are using for your active call. For example, if you are on a call on your telephone set and a new call comes in, only the telephone set will be alerted to the new call. If you are on an active call on your Desktop Soft Client and another call comes in, you will only be alerted to the new call on your Desktop Soft Client.

Configuration

The user can activate and deactivate the service and specify whether they want the calling line ID (CLID) of the waiting caller to be delivered to their device while they are busy on another call.

The user can also activate and deactivate the service using feature access codes:

- To activate the service, the user dials *43. The system then plays a confirmation announcement and the user hangs up.
- To deactivate the service, the user dials #43. The system then plays a confirmation announcement and the user hangs up.
- To obtain the current status of Call Waiting, the user dials *#43.

In addition, the user can cancel Call Waiting just for one call, for the next call, or for the call in progress.

- To cancel Call Waiting for the next call, the user dials *70. The system plays a confirmation announcement and then a dial tone. The user then dials the destination number. For the

duration of the call, the user is not presented with any waiting calls. Call Waiting is automatically reactivated when the call ends.

- To cancel Call Waiting for the current call, the user can press another line key that is associated to the same telephone number and dial *70 and hit Send. The system then responds with a confirmation announcement, followed by a dial tone. The user can then press the first line key to get back to their call, and no other waiting calls are presented for the duration of the current call.

26. Polycom VVX USB Local Call Recording

Description

This feature is only available in the Polycom VVX 411, 501, and 601 set models. Users can connect a USB flash drive to the USB port on the phone and record active calls on the phone. Recordings are stored as .wav files on the USB flash drive. One file (conversation) can record up to four hours.

When the USB flash drive is attached to the phone, a USB icon displays in the status bar, together with a message that shows how much recording time is available on the USB flash drive.

Users can't record when:

- There are no connected calls on the phone.
- A new call is placed to transfer a call or while setting up a conference.
- The phone prompts the users to answer an incoming call.
- The call is active on the IBC Desktop, Mobile Client, Tablet Client, or on a IBC Wireless device.

If a call is held, recording pauses. Recording continues if the called party places the user on hold. Recording stops if all active calls end, no matter who ends the calls.

If the user is muted while recording, only the called parties are recorded.

The user controls recording by tapping **Start**, **Pause**, **Resume**, and **Stop**. All active calls that occur on the phone between the time of tapping **Start** and **Stop** are recorded, alternating in the same .wav file.

NOTE: The call recording feature, used in conjunction with the Service, provides the customer with the ability to record telephone calls on a USB stick. The customer is responsible for access to and use of the call recording feature by all users. The user must comply with applicable privacy laws when using the call recording feature, including obtaining all required consents to record calls. The customer owns all audio files created using the call recording feature. SaskTel has no access to such audio files and provides no support of any kind for such feature.

27. Privacy

The Privacy service allows a user to exclude themselves from the group and enterprise directory listings, as well as the Auto Attendant extension and/or name dialing.

The user can also prevent their phone (BLF) status from being available to other users.

Description

This service allows users to prevent the IBC Desktop Client, desk phones and the web portal from including their user's name in any group or enterprise directory lists.

Users can control whether they can be reached by name dialing and/or extension dialing and whether their phone status is being exposed to other users.

Users can also select members in an enterprise or group who are allowed to monitor their phone (BLF) status. These selected members can view the user's phone status even if the user's phone status privacy is enabled.

Configuration

Using the web portal, users can configure the following settings for their Privacy service:

- Enable directory privacy
- Enable Auto Attendant extension and/or name dialing
- Enable phone (BLF) status privacy
- Select users allowed to see their phone (BLF) status when status privacy is enabled

28. Push to Talk

The Push to Talk (PTT) service allows a user to call another station, where the system requests that the destination station automatically answer. This provides for intercom-like functionality. The user at the destination station can control which users are allowed to call them in this way.

Description

This service allows users to call each other and have the call answered automatically.

A user can specify an accept list or a reject list to be used to screen incoming Push to Talk sessions.

- The accept list indicates which users are able to call the station. It is recommended to use the accept list, rather than the reject list, to have better control over who can call you in this way.
- The reject list indicates which users are not allowed to call the station.

In both lists, a wild card can be used, which indicates all stations.

Push to Talk Origination

A user originates a Push to Talk call by dialing the Push to Talk feature access code (*53) and entering a phone number. If the user does not supply a phone number, they are given stutter dial tone so that they can enter the number to call.

NOTE: The Push to Talk origination is processed by the user's origination services such as the Outgoing Calling Plan.

When the originator call has been answered, a Push to Talk confirmation tone is played to both the originator and terminator. Once the confirmation tone has finished playing, the media path between the originator and the terminator is established according to the outgoing connection type, which can be a one-way connection or a two-way connection.

If the user has a one-way outgoing connection, then no media can be transmitted from the terminator to the originator after the call is answered. Only the originator is allowed to transmit media. If the terminator answers the call to play treatment, the originator does not hear the treatment since the call has been answered and the connection is now one way.

NOTE: Before the call is answered, there is always a two-way connection so that remote media (such as remote ring back and early treatment) can be heard by the originator.

If the user has a two-way connection, then the originator and terminator can talk to each other as usual.

Push to Talk Termination

When a user receives a Push to Talk call, the call is screened using their access list, which can be an accept list or a reject list.

- If the user has configured an accept list, then the Push to Talk call is accepted only if the originator is on the list. It is recommended that you use this list to have better control over who can Push to Talk call you.
- If the user has configured a reject list, then the Push to Talk call is accepted only if the originator is not on the list. It is not recommended that you use this list, as you have less control over who can Push to Talk call you.

When the user's access list allows the call, then the call is allowed to continue. Otherwise, the call is rejected and the originator is played an announcement.

NOTE: The access list can only contain other users in the Enterprise. If the terminator has configured an accept list, then all Push to Talk calls from outside the Enterprise are rejected since the originator cannot be on the list. Similarly, if the terminator has configured a reject list, then all Push to Talk calls from outside the Enterprise are accepted since the originator cannot be on the list. It is recommended that you use the accept list, rather than the reject list, in order to have more control over who can Push to Talk call you.

The call is automatically answered if Auto-Answer is enabled at the destination and if the destination device is a certified Polycom phone set. Otherwise, the Push to Talk call must be manually answered.

NOTE: The terminating user does not have the Push to Talk service assigned, then an incoming Push to Talk call is treated as a normal call termination instead of a Push to Talk termination (for example, there is no Auto-Answer and no access list screening), but continues to be considered a Push to Talk call for service interactions.

Configuration

Users can configure the following settings for their Push to Talk service.

- The outgoing connection type. This can be configured to be either a one-way or a two-way connection type. If one-way is selected, the originator of the call can talk to the party receiving the call, but the party receiving the call cannot talk to the originator. If two-way is selected, then both the originator and the party receiving the call can talk to each other.
- The Auto-Answer (on or off). If this option is enabled and the user receives a Push to Talk call from another user, their phone will automatically answer, announcing the message. If this is set to off then the user will need to answer the Push to Talk Call.
- The access list type and the access list, that is, the list of users within the same Enterprise from whom to accept/reject Push to Talk calls. If the user selects to allow calls from only the users selected below then the user will only be able to receive Push to Talk calls from those users that have been selected. If the user selects to allow calls from everyone except the users selected below, then the user will be able to receive Push to Talk calls from all users, except for those that have been selected to not receive Push to Talk calls from.

29. Selective Call Acceptance

This service enables a user, Hunt Group or Call Queue group service to accept calls selectively based on configurable conditions. Calls that do not meet the specified conditions are rejected and provided a treatment.

Description

Selective Call Acceptance allows a user, Hunt Group or Call Queue group service to accept only those calls that meet selective criteria defined by the user. The accepted calls are allowed to terminate as usual whereas the rejected calls are provided a treatment.

The criteria are based on the incoming caller identity, ranges of digits, time of day, and day of the week, and are combined into criteria entries. For example, an incoming call from this number, within business hours, and during the workweek. If required, multiple entries can be defined and used to screen calls.

The service is automatically turned off when there are no active criteria entries.

Configuration

The user or administrator can define and selectively activate/deactivate criteria entries to apply to incoming calls. This criteria can include up to 12 specific phone numbers, a specified time schedule, and a specified holiday schedule.

30. Selective Call Rejection

This service enables a user, Hunt Group or Call Queue group service to define criteria that causes certain incoming calls to be rejected and provided a treatment. All other calls terminate as usual.

Description

Selective Call Rejection allows a user, Hunt Group or Call Queue group service to block calls that meet selective criteria defined by the user. The rejected calls are provided a treatment whereas the accepted calls are allowed to terminate as usual.

The criteria are based on the incoming caller identity, ranges of digits, time of day, and day of the week, and are combined into criteria entries. For example, an incoming call from this number, within business hours, and during the workweek. If required, multiple entries can be defined and used to screen calls.

The service is automatically turned off when there are no active criteria entries.

Configuration

The user or administrator can define and selectively activate/deactivate criteria entries to apply to incoming calls. This criteria can include up to 12 specific phone numbers, a specified time schedule, and a specified holiday schedule.

The criteria entries created by the system for malicious calls can be deleted by the user but cannot be modified.

For Selective Call Rejection Interrogation dial *#60.

31. Shared Call Appearance (Multiple Appearance Directory Numbers)

The Shared Call Appearance (SCA) service allows an incoming call to appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the primary location, such as an administrative assistant/executive scenario.

Basic Functionality

This service allows up to 11 locations (devices) beyond the user's Desktop and Mobile Clients to share the same line appearance so that these locations all behave as extensions of a single line or user.

One of the locations is the user's primary location while the other locations are called secondary locations. Any type of device can be used for primary and secondary locations.

When a user with this service is idle, an incoming call alerts all the assigned locations. The first location to answer is considered the active location.

The user can originate a call from any location. This locks out the other locations for the duration of the call.

Location Control

Users can enable or disable individual secondary locations via the web portal or a feature access code. To enable a location, the user dials *12 from the location to enable; to disable a location, the user dials *13 from that location.

Disabling a location has the same effect as preventing call termination and has no effect on the ability of the user to originate calls or retrieve calls from that location. Message waiting and call information notifications continue to be sent to a location that is deactivated.

In addition, Administrators can prevent call originations from a secondary location or call termination attempts to a secondary location.

Call Pull

The Call Pull feature access code allows a user to dial *11 from a shared location to retrieve an existing active call from another shared location.

The criteria for selecting the call to pull are as follows:

- If the location is involved in one other call, then the call is retrieved if it is active, held, or remotely held.
- If a call satisfies the criteria, then the location is released and the user who dialed the feature access code is connected to the calling party. Otherwise, the user is given a reorder treatment.

Configuration

The Administrator can specify whether to allow the termination and origination of calls for each location.

The configuration of SIP locations allows different line appearances on the phone to be assigned to different users. This allows applications such as an assistant/executive scenario and key system emulation.

The Administrator controls the ability of users to enable or disable a secondary location. By default, users are allowed to enable or disable secondary locations.

Users can change Shared Call Appearance settings using the web portal, but they cannot add or remove locations. The following options are configurable by the user:

- Enable or disable alerting all appearances for Click-To-Dial calls.
- Enable or disable alerting all appearances for Group Paging calls.
- Allow or disallow call retrieval from another location.
- Enable or disable secondary locations. This can be also done by using feature access codes.

Enable or disable Call Decline Device Policy. This allows the user to terminate ringing at all devices in addition to the primary location.

32. Speed Dial 8

Description

A user can associate a single-digit code with a string of digits. This single-digit code is referred to as a speed code. The string can be between two through 30 digits long and can contain numbers, including x11 emergency and repair numbers, and the * and # characters. This allows a user to program a speed code that maps to a feature access code or multiple chained feature access codes.

Once a speed code is defined, the user can dial that single digit and wait for an inter-digit timer to expire or terminate the code with the # character or Dial softkey. Once the speed code is collected, it is replaced by its associated digit string and the call is originated as usual with these digits.

Configuration

There are two methods the user can use to program speed codes. This can be through the web portal or by dialing a feature access code.

During programming, the system does not validate the digits. It is the user's responsibility to ensure that the address associated with a speed code is valid. When the associated address is invalid, the user is provided with the applicable treatment.

Web Portal

A table of eight rows contains the speed code definitions. A user can enter the digits and a name or description for the speed code.

Feature Access Code

The user can program Speed Dial 8 speed codes using a feature access code from their device.

To program a speed code, the user dials *74 from their device. The user is played the recall dial tone (three quick beeps and then a regular dial tone). The user then dials the single-digit speed code, followed by the phone number they want to associate with it and a terminating digit (#). The system plays a confirmation announcement and the user hangs up.

Any changes to the user's Speed Dial 8 speed codes using a phone are reflected on the user's *Speed Dial 8* configuration page on the web portal.

33. IBC Wireless

The IBC Wireless service integrates the wireless network with the business services environment of the enterprise. This provides a seamless experience for the end user, allowing them to have a consistent business service on their wireless phone and desk phone.

Description

This service enables the user to use IBC enhanced telephony features from the wireless phone. The service anchors wireless calls to the IBC network and will fork terminating calls to your wireless phone. This makes the business wireless and desk phones look like a single entity. Callers can reach an IBC Wireless user on both phones, by dialing either the IBC Number or the IBC Wireless Number.

The user can decide which devices (wireless phone, desk phone or alternate locations) to alert for calls to their IBC Number or IBC Wireless Number. The user can also choose to display the IBC Wireless Number or the IBC Number for calls made from their wireless phone.

Additional Features

- Dual Persona – Allows a user to have two numbers on their wireless phone. One is referred to as the IBC Number, while the number that is on the phone's SIM is referred to as the IBC

Wireless Number. This feature allows the user to determine which calling line ID is displayed on an outbound call from the wireless phone.

- Enterprise Dialing – The IBC Wireless feature allows users to call by extension within the enterprise. Thus, wireless-to-wireless extension calling between users who belong to the same enterprise is possible when alerting policies are set to ring their wireless phone for calls to their IBC Number.
- Voice Mail – A user will have a single voice mailbox. The mailbox is accessible from the wireless phone, desk phone, or any of the IBC clients.

Feature Access Codes for Dual Persona

The user can use the wireless phone number as the calling line ID through feature access codes dialed from the user's wireless phone.

- To use the IBC Wireless Number calling line ID when calling from a wireless phone, the user dials *49 (default) from that wireless phone. The system then plays a confirmation announcement and the user hangs up.
- To use the IBC Number calling line ID when calling from a wireless phone, the user dials #49 from that mobile device. The system then plays a confirmation announcement and the user hangs up.
- To use the IBC Wireless Number as the calling line ID for one call, the user dials *50 followed by a destination number. If the user dials *50 without any destination number, the system prompts the user and collects the destination digits.
- To use the IBC Number calling line ID for one call, the user dials #50 followed by a destination number. If the user dials #50 without any destination number, the system prompts the user and collects the destination digits.

Configuration

IBC Number Alerting Policy

- Enabling Ring Fixed Devices will alert the user's desk phone for calls to their IBC Number.
- Enabling Include Shared Call Appearance will alert the user's IBC Desktop Client, IBC Mobile Client, IBC Tablet Client as well as any other devices that their IBC Number appears on for calls to their IBC Number.
- Enabling Include Call Me Anywhere will alert any Call Me Anywhere appearances that user has established, for calls to their IBC Number.
- Enabling Ring Mobile Devices will alert the user's IBC Wireless Number for calls to their IBC Number.

IBC Wireless Number - General

- A description of the wireless device can be entered in the Description field or it can be left empty.
- Enabling Alert For Agent Calls will alert the user's wireless phone, if applicable, for Hunt Group or Call Queue calls.
- Enabling Use Wireless Calling Line ID will use the user's IBC Wireless Number as the outgoing caller ID for calls made from their wireless phone.
- Disabling Use Wireless Calling Line ID will use the user's IBC Number as the outgoing calling ID for calls made from their wireless phone.

IBC Wireless Number - Alerting Policy

The Mobile Identity Alerting Policy can be configured by the user to change what devices will be alerted for calls to the user's IBC Wireless Number.

- Enabling Ring Fixed Devices will alert the user's desk phone for calls to their IBC Wireless Number.
- Enabling Include Shared Call Appearance will alert the user's IBC Desktop Client, IBC Mobile Client, IBC Tablet Client as well as any other devices that their IBC Number appears on for calls to their IBC Wireless Number.
- Enabling Include Call Me Anywhere will alert any Call Me Anywhere appearances that the user has established, for calls to their IBC Wireless Number.
- Enabling Ring Mobile Devices will alert the user's wireless phone for calls to their IBC Wireless number.

For more information on IBC Wireless, refer to the [IBC Wireless User Guide](#).

34. 3-Way Conference

The 3-Way Conference service enables a user to make a 3-Way conference with two other parties, whereby all parties can communicate with each other.

Description

Users can invoke the service from their SIP phone or soft clients.

SIP Phone

To initiate a 3-way conference while engaged in a regular two-party call, the user presses the Conference button, dials the third party, then hits Conference or Join to merge the calls into one. If the user hangs up, all parties are released.

The user can have a private conversation with the add-on party before conferencing all three parties. This phase is known as consultation. If the user hangs up during consultation, the add-on party is released and the user is recalled by the original party on hold (that is, the user's device is rung again).

NOTE: When a conference call is originated from an intelligent device, such as Polycom, the conference stays alive until the originator hangs up. This allows the originator to invite new participants to that call even if all the invited participants have left the conference.

Configuration

This service has no configuration.

35. 6-Way Conference

The 6-Way Conference service provides a user with the ability to add other users to a call in progress, similar to the 3-Way Conference service.

Description

Users can create a conference using their phones by adding other users to a call in progress.

When the user who created a conference releases the call, all participants and the conference are released.

Configuration

This service has no configuration.

GROUP SERVICES

This section describes the services offered to IBC groups. It includes services that apply to all users in the group, multiuser services, and services configured as virtual users.

Group services are assigned to Enterprises by SaskTel and assigned, managed, and configured by the group Administrator via the web portal. This information is not explicitly mentioned in each section; however, departures from this model are specified.

1. Account Code Reporting

The Account Code Reporting service is a multiuser service that enables the tracking of calls made outside of the group by prompting selected users for an account code.

Description

This service allows users to assign certain calls to specified accounts, for tracking purposes. The entered codes are not validated so calls are not blocked if an invalid code is entered.

Two account code dialing methods are offered, which can be assigned concurrently to different users of a group: mandatory and feature access code-based (optional).

Mandatory Usage

Users who are required to enter an account code are prompted for an account code every time they make a call outside of the group. When prompted to enter a code, the user dials the applicable digit string, after which the call resumes as usual. The code is captured in the associated accounting information generated for that call.

Account codes are a fixed length, as configured by the group Administrator. When prompted for an account code, the user is informed of the number of digits to enter. Therefore, when a user makes a call for which an account code is required, the dialing sequence is as follows:

[User dials phone number] [account code prompt] [user enters account code] call proceeds

The group Administrator can elect to have account codes apply only to long distance calls. In this case, users are not prompted for an account code when making a local or toll-free call.

Emergency calls are never prompted for an account code.

Feature Access Code-Based Usage

Users for whom the use of access codes is optional can:

- Make a call as usual, without entering an account code.
- Dial the Per Call Account Code feature access code (*20) before making a call. In this case, the user is prompted for an account code, dials the code, receives confirmation, and then proceeds with the call as usual. The sequence is as follows:

[Off-hook] [FAC] [prompt] [code] [confirmation] [dial tone] [call]

- Put the call on hold and enter the Per Call Account Code feature access code (*20) and hit Send. In this case, the user is prompted for an account code, dials the account code, and then reconnects to the call. The sequence is as follows:

[Call] [Hold Call and initiate New Call] [FAC] [prompt] [code] [confirmation]
[Resume Call]

NOTE: The last two methods can be used concurrently, in which case the last account code to be entered is the one that is captured in the associated accounting information, generated for that call.

For users whom the use of access codes is optional, cannot:

- Make a blind transfer by entering [FAC] [code] [destination number]

Configuration

The group Administrator configures the following:

- Selects the length of the account code
- Selects whether the service should apply only to long distance calls
- Selects which users of the group are assigned the service
- Selects the method to be used for each user
- Configures account codes

Users can view the configured account codes but they cannot modify them.

2. Announcement Repository

Across group services, the ability exists to upload custom announcement files that can be assigned to different services. Each group has 1 GB of space available for announcements.

Description

The Announcement Repository provides the following capabilities:

- A common repository for group announcements may be viewed and maintained.
- The ability to share a single announcement in multiple services.
- The ability to modify an announcement with another file when being used by services (this is key for services like Call Queue where a single announcement could be used numerous times).
- The ability to keep an announcement on the system without it being used by a service.
- The ability to retrieve custom media files from the Announcement Repository.

Users are now able to add, delete, and modify their relevant announcements within the repository. When an announcement is used across multiple services, modifying the announcement results in all services being updated. Deletion of announcements is only possible when all service associations are removed. Administrators can also easily retrieve the custom media files by using the download links in the web portal pages.

The following services have an Announcement Repository:

- Auto Attendant
- Call Queue
- Audio Conferencing

Configuration

On the *Profile* menu at each group and group service level, an Announcement Repository link is available for each virtual service instance and group. The link provides access to the announcement repository where announcements can be added, modified, deleted, and retrieved.

The following services have an Announcement Repository link:

- Auto Attendant
- Call Queue
- Audio Conferencing

Assigning announcements for a group or group service is performed by associating them to the services as required.

3. Audio Conferencing

IBC Audio Conferencing provides superior functionality and offers high definition (HD) audio.

Description

The Audio Conferencing service provides the following capabilities:

- Up to 294-way audio conferencing
- Scheduled and reservationless conferences
- Custom greeting
- Recording of conferences
- Muting participants and inviting new participants (by moderator)
- Automatic Lecture Mode
- Web interface to moderate the conference
- High definition (HD) audio
- Enhanced security

Each Enterprise is provisioned with a conference bridge, and the Administrator designates IBC users who can host conferences on that bridge. Hosts can create scheduled and reservationless conferences. When a conference is created, there is a host PIN generated along with the conference ID. Any participant who joins the conference using the host PIN has special moderator privileges for that instance of the conference. In addition, the conference host can require that participants enter a security PIN when joining the conference.

Within a conference, moderators can invoke functions such as recording, locking a conference, inviting a new participant by calling the participant from the conference, and so on. There can be multiple moderators for an instance of a conference.

When more than 147 participants join the conference, Automatic Lecture Mode starts, muting all participants except the moderator. Automatic Lecture Mode cannot be turned off, but the moderator can individually unmute up to 100 participants.

The following functions are available to moderators:

- **Lecture Mode** – The Lecture Mode mutes all participants except for the moderator who turned on the lecture mode. Any participant joining the conference is automatically muted.
- **Record Conference** – A moderator can record a conference for up to 12 hours. After the recording has been started, it can be paused, restarted, and stopped. When the recording is stopped, the recorded audio is uploaded to the Profile Server and made accessible through the web portal of the IBC user who created the conference.
- **Invite New Participant using Outcalling** – A moderator can originate a call from a conference to a new participant by entering the participant's phone number. Services such as Outgoing Call Restrictions and Conference Bridge-Originating services apply to the originated call. When the called user answers the call, a message is played, inviting the user to join the conference.

- **Lock Conference** – When a conference is locked, new participants cannot join the conference; however, a moderator can still invite new participants using Outcalling. The conference must be unlocked before new participants can join the conference again. When the last moderator of a conference leaves the conference, the conference is automatically unlocked. This way, a new moderator can join the conference and take control of the conference.
- **Mute** – The moderator can mute their line. All other participants can still talk.
- **Participant Count and Roll Call** – The moderator can obtain a count of the number of participants. If the option to record names when joining the conference is enabled, the names of the participants are played until the moderator presses a key. The Roll Call functionality is disabled when there are over 20 participants in a conference. The list of participants is still available from the *Moderator's Web Control* page.
- **Moderator Client and Dual-tone Multi-frequency (DTMF) Menu** – These include control functions available to moderators of a conference through the Moderator Client application and a DTMF menu.

A DTMF menu is also available to conference participants, providing such functions as mute, login as moderator, participant count, and roll call.

Moderator DTMF Menu

You can invoke the DTMF menu at any time during the conference by pressing “*”. Only you hear the menu, while other participants continue talking in the conference. However, you do not hear the conference.

The following functions are available to moderators through the DTMF menu:

- * – Repeat the menu options
- 0 – Transfer to Operator
- 1 – Mute or unmute this line
- 2 – Participant count, followed by roll call
- 3 – Turn on or turn off Lecture Mode
- 4 – Lock or unlock conference
- 5 – Recording submenu
- 6 – Invite a new participant by calling the participant
- 8 – End conference
- # – To return to the conference

Participant DTMF Menu

Control functions are also available to participants (who are not moderators) and are accessible via a DTMF menu. You can invoke the DTMF menu at any time during the conference by pressing “*”. Only you hear the menu, while other participants continue talking in the conference.

The following functions are available to participants through the DTMF menu:

- * – Repeat the menu options
- 0 – Transfer to Operator
- 1 – Mute myself or unmute myself
- 2 – Participant count, followed by roll call

9 – Log in as moderator

– To return to the conference

For more information, see the *IBC Audio Conferencing Quick Reference Guide*.

Configuration

SaskTel assigns the Audio Conference Bridge and Audio Conference Ports to enterprises.

Group Administrators assign users who can host conferences on those bridges.

Conference hosts create and manage conferences and conference recordings. In addition, the user who created the conference can delegate some of the conference responsibilities to other hosts on the same bridge. Conference hosts and delegates can create custom greetings for the conference.

4. Auto Attendant

The Auto Attendant is a powerful and flexible tool for fielding inbound calls and delivering them to the intended destination through interactions with the caller. The IBC Auto Attendant is an integral part of the IBC product offering and does not require an external third-party system.

Description

The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, leaving a message, listening to an announcement, or connecting to configurable destinations (for example, 1 = Marketing, 2 = Sales, and so on).

To reach the Auto Attendant, the caller dials an associated phone number or extension. Once connected, the caller is played a greeting that provides a menu of options to complete call routing.

The menu, which is configured by a group Administrator, may include:

- **One-Key Dialing** – The caller presses a predefined DTMF key to reach a particular phone number or extension within the group.
- **Operator Dialing** – The caller presses a predefined DTMF key to reach an operator.
- **Name Dialing** – The caller spells the name of the intended party, using the numerical DTMF keypad. Upon identifying a unique match, the caller is played the name of the called party and is then transferred.

The Auto Attendant may be configured to allow name dialing with the first name entered before the last name, in addition to dialing by the last name followed by the first name.

- **Extension Dialing** – The caller enters the extension of the intended party through the numerical DTMF keypad. Upon collecting the full extension, the caller is played the name of the called party, and is then transferred.
- **Immediate Extension Dialing** – The caller dials the desired extension right away, without having to first navigate to the Extension Dialing menu.
- **Voice Messaging** – The caller dials the desired extension and is immediately forwarded to the extension's voice mailbox.
- **Listening to Announcement** – The caller presses a predefined DTMF key to hear a custom announcement, such as company's business hours, provided services, special events, and so on.

The Auto Attendant can be configured to provide a different service during business hours and outside business hours including:

- **Enhanced Business Hours Support** – A group Administrator can associate a time schedule with an Auto Attendant. Outside business hours, callers hear the after-hours greeting and dialing menu, configurable independently of the business-hour greeting and dialing menu. The Administrator has the option to provide 24/7 service.
- **Holiday Schedule** – A group Administrator can associate a holiday schedule with an Auto Attendant. On a scheduled holiday, callers hear the holiday greeting and dialing menu.
- **Transfer to Submenu** – A group Administrator can associate a submenu with a DTMF key. The caller presses the predefined DTMF key and is transferred to the submenu. This option is used to build multilevel Interactive Voice Response (IVR) menus as shown in the following example.

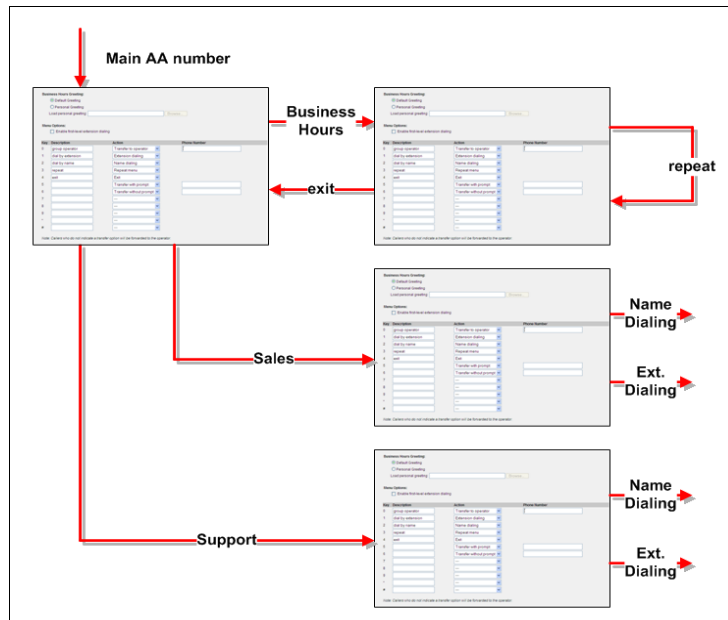


Figure 1 Multilevel IVR Menus

For Auto Attendant, this can be obtained by defining multiple Auto Attendants and integrating them into a multilevel Auto Attendant using One-Key dialing. For example, an Enterprise's main Auto Attendant can be configured to route to the Auto Attendant of a particular department or location.

Automatic Access to Users in a Group

The Auto Attendant has access to user information for name and extension dialing functions. The moves, additions, and changes for users in a group are automatically available to the Auto Attendant.

Dedicated Name for Name Dialing

The Administrator has the ability to configure the user's first and last name field used only for name dialing. The Auto Attendant then searches using these names for name dialing.

Multisite Support

The Auto Attendant uses the multi-location enterprise capabilities of the IBC platform to support geographically distributed groups transparently.

Configuration

The Auto Attendant configuration includes the following:

- **Scope of extension and name dialing** – The Administrator can restrict the scope of extension dialing and name dialing to a department.
- **Name order in name dialing** – The Administrator can configure Auto Attendant to allow name dialing with the first name entered before the last name, in addition to the last name entered before the first name.
- **Business Hours** – The Administrator can select a business hour schedule from a previously defined list of time schedules.
- **Holiday Schedule** – The Administrator can select a holiday schedule from the previously defined list of holiday schedules.
- The Administrator can configure a different greeting and menu options for business hours, after hours, and holidays.
- The Administrator can configure the time-out for the first digit collection when a caller is navigating through the top-level Auto Attendant menus. When an Auto Attendant is playing the main menu, the caller has a fixed period of time to select an option.

The following options are provided on the Auto Attendant Business Hours Menu and After Hours Menu, Holidays Menu, and submenus:

- **Greeting** – The group Administrator can select the default Auto Attendant greeting or upload a customized greeting that matches the available options.
- **First-level extension dialing** – The group Administrator can enable immediate extension dialing that allows a caller to dial an extension right after the greeting.
- **Default menu options** – The group Administrator can assign keys to the default menu options of the Auto Attendant.
- **Customized menu options** – The group Administrator can create customized menu options by associating keys with specific phone numbers, custom announcements, and submenus.
- **Customized actions** – The group Administrator can assign specific actions to the keys entered by the user, such as transferring the call to an operator, phone number, voice mailbox, or submenu; or name or extension dialing; or listening to a custom announcement.

The group Administrator can also configure IBC users with another first and last name field used only for name dialing.

5. Call Park and Retrieve

The Call Park service allows a user to park a call against an extension so that any member of the group or enterprise can retrieve it. While the call is parked, the user can make and receive other calls freely and invoke other features without limitation.

Description

The Call Park service allows users to park a call so that any member of the group or Enterprise can retrieve it with the Call Park Retrieve function.

A call can be parked against any user of the group or Enterprise, including the user who parks the call. However, a user can only have one call parked at a time.

To park a call during an established call, the user presses the Hold button, then the New Call button, where the user then dials the Call Park feature access code (*55), after which the user is prompted to enter a number and then the call is parked. Although entering a full directory number

(DN) is supported, the party against which the call is parked must be in the same Enterprise as the party parking the call. If no number is entered and the user hangs up immediately after dialing the feature access code, the call is parked against the user's line.

An enhancement, Group Call Park, provides a hunting mechanism so that when parking a call, the service hunts for an available user in a configured call park group as a place to park the call instead of only trying the parking user. To use Group Call Park to park a call, the user presses the Hold button, then the New Call button, and then dials the Group Call Park feature access code (*95). If no number is entered and the user hangs up immediately after dialing the feature access code, the call is parked against an available user's line.

NOTE: A call park group is defined by the Administrator as a subset of the users in the group, but the users can park calls across groups within the same Enterprise.

Once a call is parked, the user can hang up or perform other telephone tasks.

While parked, the parked party hears the audio on hold configured for that group. If no audio on hold is configured for the group of the user parking the call, the parked party hears silence.

To retrieve a parked call, the user dials the Call Park Retrieve feature access code (*56), which results in prompting the users to enter a number where the call to be retrieved is parked. Although entering a full DN is supported, the party against which a call is parked must be in the same Enterprise as the party parking the call. Upon entering the number, the user is connected to the parked party. If no number is dialed after the feature access code, the user is reconnected to the call parked against the user's line. (To retrieve calls parked against them, users enter the Call Park Retrieve feature access code followed by the #, an inter-digit time-out, or their own extension.)

A configurable recall timer is started when a user parks a call. If the timer expires before the parked call is retrieved, IBC determines whether the parking party is idle. If it is idle, the parking party is alerted and the user's phone is rung (if on-hook). The behavior is similar to Hold Recall.

NOTE: All Call Park recalls are diversion inhibited except if the recall destination is a hunt group.

If the parking party is not idle, the timer is restarted for 10 seconds and the call remains parked. This procedure is repeated until the parking party can be alerted or the parked call is retrieved or released.

When a parked call is recalled, the user is provided with an audio and visual indication to be able to distinguish between a reverted call and a new call.

Optionally, a hunt group can be selected as a recall destination and alerted instead of the parking user or if the parking user does not answer the recall.

Configuration

All users in the group can park and retrieve calls.

The group Administrator can:

- Configure a default audio on hold for the group, which is played to all parked calls.
- Configure a distinctive ring pattern for calls reverted from Call Park.
- Provision an alternative recall destination. This destination must be a hunt group within the same Enterprise as the parking user. An alternative user may be provisioned for the Call Park service and a different alternative user may be provisioned for each call park group.

6. Call Pickup

Call Pickup is a multiuser service that allows selected users to answer any ringing line within their call pickup group. A call pickup group is defined by the Administrator and is a subset of the users in the group who can pick up each other's calls.

Description

To pick up a ringing call coming to another user of the group, users go off-hook and dial the Call Pickup feature access code (*76), which connects them to the ringing party.

If more than one line in the call pickup group is ringing, the call that has been ringing the longest is picked up.

Users already engaged in a two-way call can put the other party on hold and dial the Call Pickup feature access code to answer an incoming call to the call pickup group. Users can then toggle between the two parties by putting the call on hold and selecting which call to retrieve from hold.

The Directed Call Pickup user service enhances the Call Pickup service so that its scope encompasses an enterprise as opposed to being restricted to a group. For information, see section [Directed Call Pickup](#).

Configuration

The group Administrator defines call pickup groups through the web portal. A single group can have multiple call pickup groups defined simultaneously; however, a given user can only belong to a single call pickup group.

7. Call Queue

Call Queue is a virtual user service that allows business agents to receive incoming calls from a central phone number. Using this service, a business can establish technical assistance lines, customer support numbers, or order-taking centers. Multiple call queues can be supported for each business. Incoming calls to a call queue are presented to agents according to the selected Call Distribution policies. Call Queues can have different priorities, allowing a finer prioritization of calls.

IBC provides a two-tiered call queue offering allowing businesses to choose the solution that best suits their needs.

Description

This service builds on the Hunt Group service to provide a complete, business-ready application. As a result, call queues have the same characteristics of the Hunt Group service and are also provided with sophisticated call-handling features, such as Queuing, Music On Hold, and so on.

Group Administrators assign agents and supervisors to call queues. An agent needs a call queue user license, at the appropriate level, before they can be assigned to a call queue. A supervisor can be any member of the group or enterprise, assigned to more than one call queue, and able to select agents to be supervised. While a Supervisor does not require a call queue user license to be a supervisor, they would need one to receive queue calls.

Call Queue Offering

IBC Call Queue provides two levels of functionality allowing businesses to choose the solution that best suits their needs:

- **Call Queue – Basic** - This option provides queuing capabilities distributing calls to devices and people. This is an inexpensive option for multiple receptionists and other call queue applications that require queuing capabilities. Supports up to 25 queued calls.
- **Call Queue – Standard** - In addition to basic queuing capabilities provided by the Basic solution, this option also provides such functions as agent states, supervisor escalation, and reporting. It is a balanced option taking into consideration features and price. Supports up to 50 queued calls.

A user with a basic user license can only be assigned to a basic call queue. A user with a standard user license can be assigned to both basic and/or standard call queue(s).

Features

This section provides an overview of the functionality provided by the Call Queue - Basic service.

- **Agent Guard Timer Setting** – The guard timer allows a configurable delay between the time an agent becomes available and the time a call is delivered to the agent.
- **Allow Agents to Join Call Queues** – This setting determines whether agents are allowed to join a call queue. When this is enabled by the Administrator, agents can join call queues to which they are assigned via the user web portal or soft clients.

Another distinctive ring can be configured for forced delivery of calls.
- **Basic Announcements** – The queued callers are provided with an initial greeting, followed by music or advertisements and periodic comfort announcements.
- **Bounced Calls** – Calls that are delivered to an agent but not answered as specified are put back in the queue and prioritized ahead of other non-bounced calls in the queue.
- **Call Distribution to Agents** – When at least one agent is available to receive calls, incoming calls are handled according to the selected policy, which can be one of the following: circular, linear (regular), simultaneous, uniform, or weighted call distribution. For more information on distribution policies, see section [Hunt Group](#).
- **Call Queue Agent Settings** – Administrators can allow call waiting on agents.
- **Call Queue Call Information** – Sends call queue name to the agent's SIP phone so they can identify calls coming in from the queue, including call queue name, call waiting time, number of calls in queue, and the longest waiting time.
- **Call Queuing** – When all call queue agents are busy, incoming calls can be queued until they can be presented to an available agent.
- **Call Treatment Chaining** – Multiple files and URLs can be configured for the call queue audio treatments.
- **Distinctive Ringing** – Distinctive Ringing can be provided to an agent when the call is routed from the call queue. The Distinctive Ringing policy has precedence over the Priority Alert service assigned and configured to a user who is also an agent. The agent's Priority Alert service does not modify Distinctive Ringing set by the Call Queue service when the call comes from the call queue.
- **Geographic Distribution** – The Call Queue service allows agents to be geographically distributed. Therefore, agents can attend calls from home, a satellite office, or any other location served by IBC in a transparent fashion.
- **Overflow** – When a call queue cannot accept any more calls or when calls are not handled within a specified amount of time, these overflow calls can be forwarded to a configurable overflow phone number, receive busy treatment, or be provided with a ringing tone.
- **Queue Escape** – Callers who are queued can press a key to be sent directly to the call queue escape option (example: voice mail) instead of waiting for an available agent.
- **Selective Call Acceptance.**
- **Selective Call Forward**– Forwards incoming call to a specified destination when the call matches a set of selective criteria specified by the Administrator. For example, incoming calls within business hours, and during the workweek. For more information, see section [Selective Criteria](#).
- **Selective Call Rejection.**
- **Uniform Call Distribution Priority Scope** – The Call Queue service can use call queue or agent scope to determine the next available agent when using the Uniform Call Distribution

policy.

- **Voice Mail** – If there are no agents to handle an incoming call or the call goes unanswered for a specified amount of time, the call can be forwarded to a call queue voice mailbox. See [Voice Mail on Group Service](#) for more information.

In addition to the functionality of a Basic IBC Call Queue, these additional features are available in the Standard IBC Call Queue:

- **Agent ACD State** – Agent state is used to determine the agent's availability to take calls. Agents can set their state (available, unavailable, wrap-up) on an IBC SIP device, through the user web portal or through a soft client.
- **Agent Availability Settings** – Agents can be configured to have their state automatically changed to *unavailable* after a configurable number of bounced calls, upon activation of Do Not Disturb service, or when they are answering or receiving personal calls.
- **Agent Profile Thresholds** - Setting “Yellow” and “Red” threshold values for a set of agent-related metrics. When these thresholds are crossed (increasing or decreasing severity), the severity is sent to predetermined e-mail addresses against the agent threshold profile. Empty values mean the metric is not tracked and no notifications are sent.
- **Agent Sign-in/Sign-out** – Agents can log in and out from the call queue so that calls are only presented to agents who are on duty. Agents can sign-in and sign-out on an IBC SIP device, through the user web portal or through a soft client.
- **Agent Unavailable Codes** – When agents change their ACD status to *unavailable*, they may be required to provide the reason for their unavailability by entering an unavailable code. Administrators can also define default codes to be assigned to agents who become unavailable.
- **Call Escalation to Supervisor** – Agents can escalate a call to a predetermined supervisor assigned by the Administrator by dialing *18. The current call is placed on hold and a call is placed to the supervisor.
- **Call Queue Agent Settings** – Administrators can allow calls to agents in wrap-up state, and maximum ACD wrap-up time.
- **Call Queue Status and Statistics** – Statistics are generated for each call queue and each agent in the call queues, and can be viewed by the group administrator via the web portal and/or periodically dispatched to a configurable destination.
- **Call Queue Thresholds** – Like the Agent Profile Thresholds, call queues can also have “Yellow” and “Red” threshold values for a set of queue-related statistics. When these thresholds are crossed (increasing or decreasing severity), the severity is can be sent to predetermined e-mail addresses provisioned against that call queue.
- **Stranded Calls (Unavailable)** – If all agents in the call queue group log out (or are unavailable), then queued calls can be automatically sent to the specified phone number, receive busy treatment, or left in the queue.
- **Supervisor Support** – Supervisors can be assigned to more than one call queue and they can select the call queues and agents they want to supervise.

Configuration

Call Queues are created at the group level; however, the service is licensed at the user level. Before agents can be assigned to a call queue, they need to be assigned the Call Queue User license: basic or standard. Supervisors do not need a call queue license for escalation calls.

Through the configuration pages, the Administrator can configure call queues and set users who should be part of the call queue. Call Queue configuration includes the following:

- Basic information, such as call queue name and queue length
- Call distribution policy (Circular, Regular, Simultaneous, Uniform, or Weighted)
- Call queue profile settings such as, the agent's ability to join a call queue, and whether the call waiting time should be reset upon being transferred to a new queue or whether call waiting on agents is allowed.
- Call routing policies, such as, Overflow, Bounced Calls or Stranded Calls (Unavailable) settings
- Call queue announcement attributes specifying the source for each type of announcement
- Basic Statistics and reporting settings, including scheduled email reports
- The agents and supervisors assigned to a call queue
- Agents settings and agent unavailable codes

8. Department Administrative Layer

This feature provides a department administrative layer to help the management of large or geographically distributed groups.

Department Administrators

Similar to groups, departments can be assigned an Administrator who shares many of the group Administrator's privileges for the users and service instances assigned to the department. As a result, the group Administrator can delegate most of the day-to-day service management of the department to a department Administrator.

Specifically, department Administrators have the following management capabilities:

- Modify users in their department.
- Modify service instances, such as Auto Attendants, Call Queues, and Audio Conference bridges that belong to the department.
- View group directory and modify group common phone list.

The group administrator defines the administrative scope of the department Administrators by assigning users and virtual users (service instances) to specific departments. The department Administrators can manage users and service instances that belong to their department the same way the group Administrator can.

Department Management

Instances of some virtual user services, such as Auto Attendant and Call Queue, can be assigned to a department. When a service instance is assigned to a department, the department Administrator can manage it.

In particular, assigning Auto Attendant to a department allows the option to restrict the scope of name dialing to the users in the department. This is especially useful with large groups as it can limit the number of collisions between user names.

The department phone number can be used as the calling line identity for users in the department.

Configuration

Group Administrators create departments and only group Administrators can assign services instances to a department. They can also assign users to departments.

Once users and services are assigned to specific departments, they can be configured and managed by the department Administrators.

NOTE: The use of departments is optional. Department selection for users and services may be omitted, which leaves configuration and management at the group level.

9. Extension Dialing

This service enables users to dial extensions to call other members of their business group.

Description

Extension dialing allows a user to dial an abbreviated digit string to call another user in the user's group. By default, the extension is set to the last n digits of the user's phone number, and is set up based on what was identified at implementation. (The length n of the extension is configurable by the group Administrator but should at least allow for accommodating the number of users in the group.) However, the group Administrator can change it to any other valid string of digits that is not already in use by another member of the group.

Once assigned, users' extensions can be used for dialing and for intragroup routing applications that require a phone number (for example, Call Forwarding).

Extensions can be dialed from the SIP phone, Audio Conference Moderator Client or the soft clients.

Callers to the group Auto Attendant can use the dial by extension option to reach any user of the group through their extension.

Extensions can be assigned to users, external users, and virtual users. For more information about assigning extensions to external users, see section [Virtual On-Net Enterprise Extensions](#).

This service provides the ability to map directory numbers to unique extensions to allow abbreviated dialing between users of a group.

Configuration

This service does not have to be authorized or assigned to groups.

The group Administrator can modify these settings and can set the default extension length for their group.

NOTE: The default extension length is defined with SaskTel at implementation, and all extensions are based on this length.

- If the group Administrator sets the minimum and the maximum lengths to different numbers, users in the group can have extensions of different lengths.
- Each user and virtual user's extension is populated by default with the last n digits of the user's phone number, where n is equal to the default extension length set at implementation.
- For cases where the default extension is not appropriate, the group Administrator can set the extension through each user's and virtual user's configuration page.

The group (or Enterprise) directory are provisioned with the extensions of the users within their scope automatically.

10. Group Calling Line Identity

This service allows a calling line identity (name and number) to be defined for an entire group and used as calling line identity by the group's users.

Description

This service allows the group Administrator to define a default group calling line ID.

The default group number applies to all external calls.

In all cases, if the user making a call blocked the delivery of the CLID, the presentation of the group CLID for that user is blocked.

The telephone number used as a default group CLID can still be assigned to a user in the group. For instance, it can be assigned to a group Auto Attendant to allow external parties to use it to call in to the Enterprise.

In addition, for users assigned to a department with a CLD number defined, the department phone number can be used instead of the group phone number as the calling line identity.

Configuration

This service does not have to be authorized or assigned to groups.

The group Administrator defines the group CLID name and/or number and configures the Calling Line ID Call Processing policy for the group (and/or individual users) to specify whether group or user CLID should be used as calling line identity.

NOTE: The phone number selected as the group calling line ID number is still available to be assigned to a real or virtual user of the group.

11. Group Paging

Group Paging is a virtual user service that allows for unidirectional paging to a group of users by dialing a paging group phone number or extension.

Description

This service allows a user to unidirectionally page a predefined group of users by dialing a phone number or extension assigned to that group.

A paging group is an instance of the Group Paging service and is assigned a list of targets, a list of originators, and a phone number/extension.

Only the originators are allowed to use the phone number assigned to the paging group. When an originator dials the paging group phone number, all the targets are paged.

Paging groups are included in the phone directory based on the privacy settings.

The maximum number of targets in any paging group is 100.

Nested Paging Groups

A paging group can be defined as a target in another paging group, thus creating a nested paging group. The nesting is limited to a single level.

The total numbers of users in a nested paging group must comply with the configured maximum.

A paging group cannot be deleted from the system if it is nested inside another paging group.

Targets

Any user or paging group within a group or Enterprise can be a target in a paging group. Virtual On-Net users are not possible targets.

A user with an Analog Terminal Adapter (ATA) as their device, instead of a telephone set, can be a target of a page as long as the device connected to the ATA, like an overhead paging system, will answer the call automatically, and not require the caller to enter digits for a zone.

In addition, the user can be a target in multiple paging groups.

Group Paging also applies to the target user's alternate locations. A configuration option is provided at the user level for services such as Shared Call Appearance and Call Me Anywhere to enable alternate locations for paging.

Diversions toward the targets are inhibited for a page. Therefore, Forking services and Call Forwarding services assigned to the target are ignored.

A page is initiated to a target if the target is able to receive the page, that is, if the target is "idle". If the target is busy or has the Do Not Disturb service enabled, they are not paged.

Originators

Any user within a group or Enterprise can be an originator in a paging group. Virtual On-Net users are not possible originators.

In addition, the user can be assigned as an originator in multiple paging groups.

If the originator is also included in the paging group as a target, the originator is excluded from the list of targets to be paged when they make a call to the paging group.

Configuration

Paging groups are virtual users created at the group level. The group must have the Group Paging service assigned and activated by SaskTel.

The Administrator configures paging groups through the Administrator web portal.

The configuration includes the following:

- Basic information, such as name, calling line identity, department, and time zone
- Targets and originators

12. Hunt Group

The Hunt Group service allows incoming calls to a central phone number to be distributed among the members of that group according to a hunting policy.

Description

The Hunt Group service allows for the processing of a high volume of calls to a single phone number by distributing the incoming calls to multiple users according to a selected Hunting policy. Based on the chosen policy, an incoming call hunts for an idle user in the group to terminate the call to that user.

Hunting Policies

When a hunt group is created, the users are provisioned on an ordered list. The hunting process essentially determines how to process that list to find an idle user where the call can be terminated.

IBC supports the following Hunting policies:

- **Regular (linear)** – The incoming calls to the group start hunting on the first user on the list and hunt all the provisioned users sequentially, until an idle user is found or the end of the list is reached.
- **Circular** – The incoming calls to the group start hunting with the user following the last user to receive a call. When the end of the list is reached, the hunting circles back to the first user on the list. The hunting ends when an idle user is found or all the users have been visited.
- **Uniform** – The incoming calls to the group are presented with the user who has been idle for the longest time.

- **Simultaneous** – The incoming calls alert all idle users in the group. The call is connected to the first user to answer the call.
- **Weighted** – The incoming calls alert agents in a pseudo-random fashion according to their relative weight. Agents with higher weights are assigned more incoming calls than agents with lower weights.

A hunt group can redirect calls to the next agent if not answered in a specific number of rings by the previous agent, or forward calls to a specified number if not answered within a specific number of seconds. However, if all agents are found to be unreachable before the forwarding timer expires, then the call is provided with busy treatment. The Call Forward Busy service can be used to define the busy treatment.

In all cases, if all users in the hunt group are busy, the incoming call is provided with the busy processing that applies to the hunt group.

Interactions Between User Services and Hunt Group

Users who are members of a hunt group can have their own phone number where they receive calls and their own services independently of the Hunt Group services.

To maintain consistency of the Hunting policy when traversing the list of users, the calls presented to the users by the hunt group are subject to the following service interactions:

- **Call Forwarding (all types)** – Incoming calls to the hunt group are never forwarded by any Call Forwarding service assigned to a member of the hunt group.
- **Voice Mail** – Incoming calls to the hunt group DN are never forwarded by the Voice Mail service assigned to a member of the hunt group.
- **Call Transfer** – A member of a hunt group can transfer/blind transfer the call via the phone.
- **Call Me Anywhere** – The Call Me Anywhere locations configured for a user who is a member of a hunt group are alerted as usual when a hunt group termination occurs to this user.

Hunt Group Busy

The Enable Group Busy policy can be used to make the hunt group busy. If allowed, the members of the hunt group can turn this policy on or off via feature access codes; *51 to enable, #51 to disable, *#51 for interrogation. Otherwise, only the Administrator can make the hunt group busy. When the policy is turned "on", any incoming call to the hunt group triggers a busy treatment. This yields the following behavior, in order of priority:

- If the hunt group has the Call Forwarding Busy service enabled, then the call is forwarded to the configured destination.
- If the hunt group has the Voice Mail service enabled and the Send Busy Calls to Voice Mail option enabled, then the call is forwarded to Voice Mail.
- If no busy processing service is assigned or enabled, then the call is rejected with a busy response.

This policy is applied for all calls to the hunt group.

Configuration

There is no limit to the number of hunt groups that can be created in a group, and a given user can be part of more than one hunt group.

The following can be configured for a hunt group:

- Basic information, such as hunt group ID, name, phone number, department, calling line identity, and other attributes typically configured for a user. Depending on the calling line ID

settings, the hunt group name may be prefixed to the caller ID delivered to the hunt group member when a call terminated through a hunt group. As a result, if a call from Bob Smith is presented to a user through the “Support” hunt group, the CLID appears as “Support – Bob Smith” on the user’s phone.

- The Call Distribution policy used to distribute calls to members.
- No answer, not reachable settings that specify how calls should be processed when the hunt group is not reachable or there is no answer.
- Call Waiting (if agents in the Hunt Group have this feature)
- The members of the hunt group selected among users of the group. The members are provisioned on an ordered list.
- Calling plans.
- Call Forward Busy preferences.
- Priority Alert service.
- The Enable Group Busy policy can be turned on or off.
- Call Forward Selective –For more information, see section [Selective Criteria](#).
- Selective Call Acceptance.
- Selective Call Rejection.

13. Incoming/Outgoing Calling Plan

The Calling Plan services allow the Administrator to restrict the type of calls users can make and receive.

Description

The Administrator controls the type of calls made, received, transferred, and forwarded by users in a group. The restrictions are applied by means of sets of call screening templates assigned to groups, departments, or single users. The templates specify various screening methods that should be applied to calls according to the call type or the digits dialed.

The Administrator can define different screening templates for incoming, outgoing, and redirected calls. The following subsections describe these capabilities in more detail.

Call Topology

The Administrator can define different screening templates for the following:

- **Incoming calls** – The incoming call screening template allows the Administrator to define how calls that are received by users should be restricted.
- **Outgoing calls** – The outgoing call screening template allows the Administrator to define how calls that are originated by users should be restricted.
- **Forwarding/transferring calls** – The forwarding/transferring call screening template allows the Administrator to define how calls that are redirected by the user services should be restricted.
- **Being forwarded/transferred** – This call screening template allows the Administrator to prevent calls from being forwarded or transferred to external parties, offering Fully Restricted Originating functionality.

NOTE: If either party involved in a call is fully restricted, neither of them is allowed to forward/transfer the call or have their call forwarded/transferred to an external party.

The call screening templates apply independently to different legs of the call. For instance, when a call is transferred by the user, both the incoming and transferred call screening templates are applied to the call sequentially.

Call Types

The incoming call screening template can screen the following call types:

- **Calls from within the group** – When this option is checked, users are allowed to receive calls from other members of the group.
- **Collect calls** – This option is not supported for configuration in the web portal. If this is required, talk to your Sales Prime about SaskTel's existing Toll Restrictor Service for blocking collect calls.
- **Calls from outside the group** – The “calls from outside group” screening criteria of the Incoming Calling Plan (ICP) provides a distinction between:
 - Allow calls from outside of the group
 - Partial – Allow calls from outside of the group only if transferred by a group user
 - *Block calls from outside of the group*

For a user, setting the “calls from outside group” option to N disallows incoming calls from callers outside of the group, independently of how the call got to the user.

When an incoming call is denied, the caller receives the standard Incoming Calling Plan denial announcement.

NOTE: The “Calls from within the group” and “Calls from outside the group” screening criteria refer only to calls from outside the Enterprise. Calls from outside the group but within the same Enterprise do not trigger the “Calls from within the group” and “Calls from outside the group” screening criteria.

The outgoing and forward/transfer call screening templates can screen the following call types:

- **Group** – Calls from within the user's business group.
- **Local** – Calls within the same geographic region.
- **Toll free** – Free calls to numbers beginning with 1, usually followed by 800, 877, or 888.
- **Toll** – Chargeable calls within the same geographic region.
- **International** – Chargeable calls to other countries.
- **Operator assisted** – Calls made with the chargeable assistance of an operator.
- **Chargeable directory assistance** – Chargeable calls made to Directory Assistance such as 411 or 555-1212.
- **Special services I** – Calls to 700 numbers. These calls may or may not be chargeable.
- **Special services II** – Reserved for system Administrator's discretion.
- **Premium services I** – Chargeable calls to 900 numbers.
- **Premium services II** – Chargeable calls to 976 numbers.
- **Casual** – 1010XXX chargeable calls, such as 1010321.
- **URL** – Chargeable calls made to an e-mail address instead of a phone number.
- **Unknown** – Calls to unknown call types.

The call screening template, being forwarded or transferred, can screen calls from outside the group.

Screening Options

With the screening options, any outgoing call that is intercepted by the Calling Plan service is sent to an announcement, informing the caller that the call is not allowed. Otherwise, the call is allowed to go through as usual.

Interaction between ODP and OCP

The following outgoing calling plans are available on IBC:

- The Outgoing Calling Plan (OCP) denies call originations and forwards/transfers based on call types.
- The Outgoing Digit Plan (ODP) denies call originations and forwards/transfers based on digit strings.

Interaction with Virtual Users

Redirecting services triggered by virtual users are not subject to the Outgoing Calling Plan and the Outgoing Digit Plan, except for the following virtual users:

- Audio Conferencing

Configuration

The group Administrator configures the Calling Plan service in a hierarchical fashion. The configuration data is the same in the group, department, and user levels.

- If required, the Administrator defines digit strings and pinhole digit strings.
- The Administrator first defines default calling plans for the entire group. This plan applies to any department or user who does not have their own plan defined.
- The group Administrator can define specific calling plans for selected departments in the group. The department calling plans have precedence over the group default calling plans for all users who belong to that department.
- The group Administrator can define a specific calling plan for selected users. In this case, the users' calling plans have precedence over the department and group calling plans.

NOTE: When creating a new department or user calling plan template, the default values for all configurable items are inherited from the layer above, which can be refined as required.

14. Music on Hold

This service allows an Administrator to set up and maintain an audio source that can be broadcasted to held parties in various scenarios (Call Park, Call Hold, and Auto Call Back).

Description

Music on Hold is a group service that allows the group Administrator to set up a media audio source that can be broadcasted to held parties in various scenarios.

The service can be individually enabled or disabled for the Call Hold, Call Park, and Auto Call Back services. In addition, an alternate source file can be specified for internal calls.

When no media file is specified or if Music on Hold is turned off for a service, the remote party hears silence.

Call Queues have their own announcements (including Music on Hold) that are independent of the group Music on Hold service.

Media Source

The music source can be a system-provided audio file, or it can be a custom audio file selected by the group Administrator and uploaded to the system.

Configuration

The group Administrator selects the audio video source for their group and selectively activates or deactivates the service for Call Hold, Call Park, and Auto Call Back services. Optionally, they specify an alternate media source for internal calls.

The group Administrator can assign Music on Hold to selected departments and then department Administrators can configure the service for their departments.

15. Virtual On-Net Enterprise Extensions (Group Speed Dial)

The Virtual On-Net Enterprise Extensions service allows users to call certain external numbers by dialing an extension.

The scope of this service is Enterprise if Enterprise extension dialing is enabled, or group if Enterprise extension dialing is disabled.

Description

The service explicitly defines external destinations in the Enterprise or group directory and assigns extensions to them. Users with the Virtual On-Net Enterprise Extensions service enabled can place calls to these off-net destinations by dialing an extension as they would to members of their group or Enterprise.

An external number is a number outside the user's Enterprise.

The external destinations are associated with first and last names. When presenting users with the calling party or connected party identities of these external destinations, the Virtual On-Net Enterprise Extensions service overrides the public presentation of these destinations with their Virtual On-Net representations provisioned for this service.

Virtual On-Net users are automatically included in Enterprise and group directories and are visible to users who have been assigned the Virtual On-Net Enterprise Extensions service.

Configuration

Group Administrators provision Virtual On-Net users for the group using the web portal. Virtual On-Net users can be provisioned individually or by specifying ranges of Directory Numbers and extensions to create multiple entries. Once the Virtual On-Net user is created, the Administrator can change most of the Virtual On-Net user's settings.

The following information must be specified for a Virtual On-Net user:

- Display first and last name
- Calling line ID first and last name
- Public phone number
- Extension (unique within the group or enterprise where the Virtual On-Net user is being defined)
- Virtual On-Net type, selected from the predefined list configured by the system Administrator

Virtual On-Net users can be added to custom contact directories.

The service has no configuration at the user level.

MESSAGING

1. Voice Mail

The Voice Mail service facilitates the support and integration of the SaskTel voice mail platform.

Basic Package users will be provisioned with a Listen Only Mailbox, allowing the user to record a message for callers to hear, but the caller will not be able to leave a message.

Standard users will be provisioned with an Enhanced Mailbox, with additional features such as Voice Mail to Text, Voice Mail to Email, and Fax to Email that the user can set up and configure in their Voice Mail portal.

NOTE: All these options are available to the user, but will not begin working until the user sets them up with the required information. Voice Mail to Text requires a SaskTel wireless number. Combined Voice Mail is also included, which also requires a SaskTel wireless telephone number and needs to be set up by SaskTel.

For more information on your SaskTel voice mail, including any of the features included and how to use them, please visit sasktel.com/support > [Business Voice Mail support hub](#).

Description

This service allows the forwarding of busy, unanswered, and/or received calls to the SaskTel voice messaging platform.

This service has the lowest level of precedence, which means that Call Forwarding services have precedence over it.

Message Deposit

Calls that reach a busy or no-answer condition are redirected to the messaging server. Once the call is answered by the messaging system, the call control is handed off to the messaging system for further processing.

The voice mailbox can be configured to turn off message deposits by turning their extended voice mail greeting on in the voice mail portal. Ensure the “Callers can leave a message during Extended Absence” option is unchecked.

Message Retrieval

The user can retrieve their voice messages by pressing the Messaging button on their phone (if available), by dialing *99, or by dialing their own number from their phone. IBC redirects the call to the external voice mail platform.

Message Waiting Notification

Incoming message waiting indicators will be displayed on supported SIP phones and clients.

Configuration

The group Administrator can enable or disable the service for their group.

The user can enable or disable their own service; specify whether all, busy, and/or unanswered calls should be sent to voice mail, and select the number of rings before the call is considered as unanswered.

NOTE: The number of rings setting applies to all services with no-answer handling, that is, Voice Mail and Call Forwarding No Answer.

Calls can also be redirected to voice mail using feature access codes.

2. Voice Mail on Group Services

A Voice Mailbox can be set up for a Group Service, such as Auto Attendants, Call Queues, and Hunt Groups, by SaskTel Provisioning. The mailbox that will be set up is the Enhanced Voice Mail with Voice Mail to Text.

For more information on your SaskTel voice mail, including any of the features included, please visit sasktel.com/support > [Business Voice Mail support hub](#).

Description

This service allows the forwarding of busy, unanswered, and/or received calls to one of your Group Services to the SaskTel voice messaging platform. It has the lowest level of precedence, which means that Call Forwarding services have precedence over it.

Message Deposit

Calls that reach a busy or no-answer condition are redirected to the messaging server. Once the call is answered by the messaging system, the call control is handed off to the messaging system for further processing.

The voice mailbox can be configured to turn off message deposits by turning their extended absence voice mail greeting on in the voice mail portal. Ensure the “Callers can leave a message during Extended Absence” option is unchecked.

Message Retrieval

Users can retrieve voice messages by calling into the voice mail platform at 306-522-6245 (or any local voice mail number). Pressing the Messaging button on their phone or dialing *99 will bring them to their personal mailbox, not the mailbox associated to the Group Service.

Message Waiting Notification

Incoming message waiting indicators will not be displayed on phone sets since the group service that the mailbox is assigned to is not associated to any particular phone set. In order to be alerted of messages left on this mailbox, you will need to configure your Voice Mail to Text or Voice Mail to Email settings for this mailbox in the Voice Mail portal.

Configuration

The group Administrator can enable or disable the service for their group service, specify whether all, busy, and/or unanswered calls should be sent to voice mail, and select the number of rings before the call is considered as unanswered.

NOTE: The number of rings setting applies to all services with no-answer handling, that is Voice Mail and Call Forwarding No Answer.

Calls can also be redirected to voice mail using feature access codes.

PROVISIONING AND CONFIGURATION TOOLS

The following capabilities are intended for Enterprise Administrators to help with provisioning and configuration tasks for their organizations. Some capabilities are also available to group Administrators and/or users.

1. Call Processing Policies

This feature provides explicit control of certain IBC call processing behavior.

Description

Call Processing policies allow Administrators to specify the behavior to apply to calls.

The policies are configurable in a hierarchal manner. The user policies have the highest precedence and can defer to the associated group policy. The group policies have the next highest precedence and can defer to the associated Enterprise policy. The Enterprise policies have the lowest precedence and are defaulted to the system-wide defaults.

The system selects the policy based on the level at which it is configured on a per-call basis. Therefore, the user policy is used if it is configured and enabled. If it is not configured and enabled, then the group policy is used if it is configured and enabled. If it is not configured and enabled, the Enterprise policy is used, if it is configured and enabled. If none of these policies is enabled, the policies default to the system-wide settings.

The policies in the following subsections can be configured. If a policy can only be defined at certain levels, the levels are specified.

Calling Line ID

These settings allow the Administrator to specify the type of identification that should be used for external calls, internal calls, and redirecting calls, and whether to block the calling name ID for redirecting calls.

In addition, the use of group/department ID as calling line identity can be enabled or disabled at group and user levels.

Calling Line ID for Redirected Calls Policy

This policy is available at the user and virtual subscriber (Auto Attendant, Call Queue, Group Paging, Hunt Group, and Audio Conferencing) levels to control the calling identity provided to the redirection destination when the policy owner redirects a call.

One of the following policies can be selected:

- **Originating Identity (default)** – When this option is selected, the originating party's identity is provided to the redirection destination.
- **Redirecting User's Identity for External Redirections** – When this option is selected and the redirection is external (not a group/Enterprise redirection), the redirecting user's external identity in effect for the call is provided to the redirection destination. If the redirection is internal, the originating party's identity is provided to the redirection destination.
- **Redirecting User's Identity for All Redirections** – When this option is selected, the redirecting user's identity (internal or external based on the redirection destination) in effect for the call is provided to the redirection destination.

Media Policies

These policies are not supported and should not be used.

Call Limits

These policies are defined by SaskTel and should not be altered by Administrators.

Conferencing

This policy is defined by SaskTel and has no configuration for Administrators.

Translation and Routing

Extension dialing can be allowed or disallowed for users in different Enterprise groups. This is the only setting in this section that is supported and configurable by the Administrator.

Incoming Caller ID

This policy is defined by SaskTel and has no configuration for Administrators.

Configuration

Call Processing policies can be set at the Enterprise, group, and user levels.

2. Large Enterprise Support

IBC provides support for large multisite Enterprises. This allows the IBC customer to better model, administer, and manage large multisite Enterprises.

Enterprise Private Dialing

This capability allows for creating a private dialing plan shared between the multiple sites making up an Enterprise. The Enterprise dialing plan allows users of the Enterprise to call one another using location codes and extensions instead of full phone numbers.

If the Administrator has not enabled Enterprise Extension Dialing due to groups having overlapping extensions, the Administrator can assign location codes to each group, which can be used by Enterprise users to make calls between sites, using a private dialing plan.

Enterprise-Wide Departments

Managing the users in very large Enterprises is enhanced by placing the users into departments.

Departments may be created either at the Enterprise level or within a particular group. Departments belong to the Enterprise or group in which they were created. A hierarchy of departments is supported in such a way that a parent department can have multiple sub-departments. A department created within a group can extend an Enterprise department or another department within the same group. A department created within an Enterprise cannot extend departments created at the group level.

A group Administrator can extend the Enterprise department hierarchy, but cannot create departments at the Enterprise level.

All the departments that belong to a group must have a unique name within that group. Similarly, all the departments created at the Enterprise level must have a unique name within the Enterprise. However, it is possible to have duplicate department names in different groups or a department at the Enterprise level with the same name as a department at the group level.

Users created within a group may be assigned to any department created at the Enterprise level or departments created within the same group. In this way, departments can span across multiple

geographic locations. However, users cannot belong to a department that belongs exclusively to another group.

In addition, it is not possible to create department Administrators for departments defined at the Enterprise level.

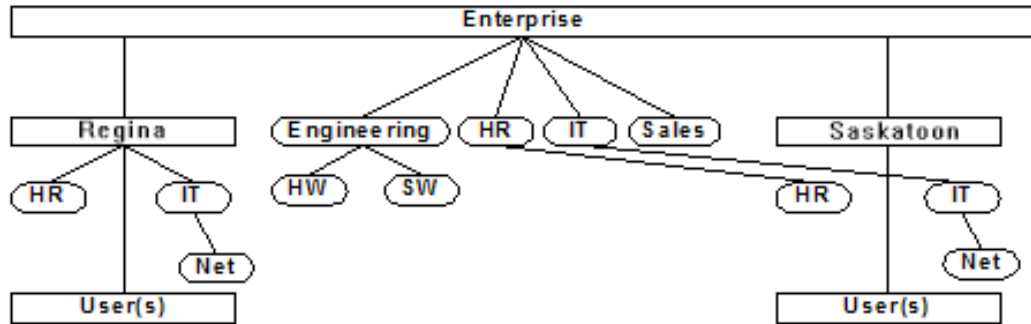


Figure 2 Departments

The following table lists the departments shown in the figure above.

Department	Description
Engineering	This may contain any user.
Engineering\HW	This may contain any user.
Engineering\SW	This may contain any user.
HR	This may contain any user.
HR(Regina)	This may contain Regina users only.
HR\HR(Saskatoon)	This may contain Saskatoon users only.
IT	This may contain any user.
IT(Regina)	This may contain Regina users only.
IT(Regina)\Net	This may contain Regina users only.
IT\IT(Saskatoon)	This may contain Saskatoon users only.
IT\IT(Saskatoon)\Net	This may contain Saskatoon users only.
Sales	This may contain any user.

Enterprise-Wide Group Services

The IBC large enterprise framework allows group services, group rules, and dialing rules to be shared across the groups within the Enterprise. These services and rules can be broken down into the following categories:

Terminating Services – These services require the ability to route calls to users across the Enterprise. They include:

- Call Queues
- Hunt Groups

These services can be configured with agents who belong to different groups in the Enterprise.

Rules – These capabilities can be defined by an Enterprise and inherited by all groups, or they can be defined on a group basis. They include:

- Extension Dialing rules
- Call Queue settings

Dialing – These functions allow a user to access other users by dialing their extension (when in the same site) or their location code plus extension (when not in the same site). They include:

- Auto Attendant
- Push to Talk
- Virtual On-Net Enterprise Extensions (Group Speed Dial)

These enhancements allow these services to be used between users who belong to different groups in the Enterprise.

Enterprise Directory

The Enterprise directory contains a list of all the assigned phone numbers in the Enterprise. It includes users, Auto Attendants, Hunt Groups, Call Queues and Audio Conferences. Each entry in the directory contains the name of the entity with their DN, extension, group, and department. The Enterprise directory can be viewed by all the users in the Enterprise.

The Enterprise directory also shows the common phone numbers and Virtual On-Net users defined by the Enterprise Administrator.

3. Schedules

The Schedules feature allows Administrators and users to define time and holiday schedules, which can then be used to configure services that allow selective processing based on time.

Description

This feature allows users and Enterprise and group Administrators to configure time and holiday schedules. Schedules are used to configure services, such as Call Me Anywhere or Selective Call Forward, which can process calls differently based on specified time criteria.

Time schedules are typically used to define business hours, meetings that recur regularly at the same time, and so on. Holiday schedules are typically used to define holidays, vacations, and special events, such as off-site meetings or conferences.

A schedule usually contains one or more events that specify when the schedule applies.

NOTE: An empty schedule, that is a schedule with no events, is considered by the system as always applicable.

- Schedules defined at the Enterprise level can be used by the users, group Administrators, and Enterprise Administrators in the Enterprise, but can only be modified by an Enterprise Administrator.
- Schedules defined at the group level can be used by group Administrators and users in the group, but can only be modified by a group Administrator.
- Schedules defined by a user can only be used to configure services for that user.

Configuration

Each user or Administrator defines schedules at their administrative level.

4. Selective Criteria

The Selective Criteria feature allows a user to specify selective criteria to be used to screen calls in services that allow selective processing. It is not a user service strictly speaking but rather a tool used to configure other services.

Description

Selective criteria are used to screen calls in selective services, such as Call Me Anywhere or Selective Call Forward, and allow those services to perform differently depending on the result of the screening. For example, Selective Call Forward can be used to forward an incoming call to a specified destination when the call matches a set of selective criteria specified by the user.

Selective criteria are based on the identity of the remote party, digit patterns in phone numbers, and time and holiday schedules. For example, incoming calls from this number, within business hours, and during the workweek.

Multiple criteria entries can be defined for a service and a different action can be assigned to different criteria entries. For example, using Call Me Anywhere, a user can ring various destinations depending on the criteria entry that they satisfy.

The actions to be performed on calls vary from service to service. However, each selective service has a default action. For example, for the Selective Call Acceptance service, the default action is to accept calls. The default action is automatically selected when a new criteria entry is created. The user can change the action to the opposite of the default action for each criteria entry. Therefore, in the preceding example, the user can decide to accept all calls that satisfy the criteria in an entry or to reject all calls that satisfy the criteria in the entry.

The following are additional examples of services that use selective criteria to screen calls:

- Call Notify
- Selective Call Rejection
- Selective Call Acceptance
- Selective Call Forward
- Call Me Anywhere

Apply Selective Criteria

Selective criteria in an entry are used to determine whether the entry applies to the call and whether the action associated with the entry should be performed on the call. This section explains how selective criteria entries are applied to calls.

By default, a selective criteria entry is set to match all calls, which means that if no changes are made to selective criteria when a new criteria entry is defined, the entry always applies.

When a call is processed for a selective service, the criteria entries defined for the service, are applied to the call as follows:

- If more than one criteria entry is defined for the service, the entries are applied in order and the first entry that the call satisfies is used. The remaining entries are not considered once a match is found.
- When a matching entry is found, the action configured for that entry is performed.
- All the criteria in an entry must be met for the entry to apply. In particular, if both a time schedule and a holiday schedule are specified in an entry, the entry applies only if the time of the call meets both schedules. However, that behavior can be overridden via a system parameter and set to a logical “or” between the two schedules.

- If none of the criteria entries defined for the service applies to the call, then the opposite action for that service is performed on the call. For example, if none of the criteria entries defined for Selective Call Acceptance applies to a call, the call is rejected.

The order in which criteria entries are considered follows two rules:

- Entries in which the opposite action is selected are considered before any of the entries where the default action is selected.
- Within each action type (default or opposite), the entries are ordered and applied to calls in alphabetic order.

NOTE: The criteria entries defined for a given service are listed on the web portal (on the page for that service) in the sequence in which they are applied to calls.

NOTE: Most services cannot be turned on when no active criteria entries are defined for the service, but there are exceptions. For information about a specific service, refer to the section for that service.

Configuration

The end user can define Selective Criteria for various services in the portal.

5. Users with an Analog Terminal Adapter (ATA)

If a user would like to connect an analog device to IBC, rather than one of the certified SIP sets, an ATA is available for outright purchase. The ATA will be connected to IBC and the user can connect an analog device to the other end of the ATA.

Description

The ATA requires an IBC user package that comes with a telephone number, the same as any other user on the IBC service. In order to place calls to the device connected to the ATA, that telephone number or extension should be dialed. For example, if a fax machine is connected to the ATA, then a fax should be sent to the telephone number assigned. If the ATA is connected to an overhead paging system, then a call to the telephone number needs to be placed to reach that overhead paging system.

Compatibility

The demarcation point is a working ATA, that is, SaskTel supports up to the ATA and the customer is accountable for their devices connected to the ATA. Some compatibility standards have been defined to assist with devices connected to the ATA:

- Fax – the speed of the fax transmission should be limited to 9600 bps, and ECR (error correction mode) should be disabled
- If a paging system is to be connected to an ATA, the customer should work with SaskTel to ensure the paging solution will be compatible.
- All “best effort” – the demarcation point is a working ATA.

Configuration

The Administrator can configure services for that end user package the same as any other end user package. For example, the Administrator might want to define who is allowed to call that number in order to prevent outside callers from reaching their overhead paging system. Configuration for this user package can be done from the Administrator web portal or the end user web portal.