SaskTel Integrated Business Communications

Feature Guide

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.
- 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.
- Messaging services – These services provide users with the ability to send, receive, and manage messages.

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.

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 an IBC 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 IBC 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 IBC 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 IBC 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 IBC 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*.

IBC Phone

The user can use the buttons on their supported IBC 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.*

IBC Phone

The user can use the buttons on their supported IBC 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.

IBC Phone

The user can use the buttons on their supported IBC 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 or 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/administrator.

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.

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 or deactivate 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(s) 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 an additional option when placing outbound calls from the IBC Mobile Client: Call Through. The main use of this feature 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 Through 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.

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. 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.

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 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.

16. 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.

17. 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.

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.

NOTE: If you are using an Analog Telephone (requires ATA):

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 flash button to put the active call on hold, then dials the destination number. While the call is ringing, the user presses the flash button and then hangs up. The original caller hears ringing and is connected to the destination party if the party answers the phone.

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 flash 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 flash button again; this transfers the original caller to the add-on party.

18. 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.

19. 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.

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.

20. 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.

Configuration

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

21. 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.

22. 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.**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.

24. 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 IBC 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.

IBC Phone

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

26. 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 call 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.

27. 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, or Tablet Client.

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.**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

29. 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.

30. 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.

31. 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.

32. 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.

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.

33. 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.

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 IBC phone or soft clients.

IBC 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.

NOTE: If you are using an Analog Telephone (requires ATA):

- To initiate a 3-way conference while engaged in a regular two-party call, press the Flash button, dial the third party, then presses flash to merge the calls into one.
- To disconnect a 3-way conference call, press flash button and place receiver on the hook, or if using an analog cordless phone, user presses flash once and presses the off button.

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.

MULTIUSER SERVICES

1. 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.

2. 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.

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.

MESSAGING SERVICES

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 (transcribes message into text form), Voice Mail Notification , 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. Voicemail notification 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) or by dialing *99. 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](sasktel.com/support).

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 306-520-6245 (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 notification service to text message, email or phone notification 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 handing, that is Voice Mail and Call Forwarding No Answer.

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