

## **Hosted VoIP Feature set**

Our hosted VoIP Telephony service is a call-management service that's hosted in the cloud and uses the latest Voice over IP (VoIP) technology. This means you have the ultimate flexibility to use the service anywhere you can get online, including wi-fi or mobile and from any device. It's ideally suited to small businesses, mid-sized enterprises and branch networks and it can adapt as your business grows and your needs change. It makes your communications easier to manage, gives you the ability to control costs and saves time whilst presenting a more professional image.

### **Standard Features (inclusive)**

For a single monthly fee every Subscriber will have default access to a number of standard business telephone features (whether they use them or not):

#### **Inbound telephone number (DDI)**

Every Subscriber will be assigned a unique telephone number with a UK area code that matches the address of the Site. Inbound calls made both internally and externally will ring all available Terminals (telephones) associated with the Subscriber.

#### **Outgoing CLI Presentation**

This DDI number will also be shown by default as the Caller Line Identifier (CLI) for all outgoing calls made by the Subscriber.

#### **Outgoing CLI Substitution**

If the Subscriber should present a different number for outgoing CLI then this can be updated by the Customer's administrator in the SMT portal. (This alternate number must come from the pool of numbers assigned to the Customer in SMT.)

## **Outgoing CLI Anonymous**

If the Subscriber should present a different number for outgoing CLI then this can be updated by the Customer's administrator in the SMT portal. (This alternate number must come from the pool of numbers assigned to the Customer in SMT.)

## **Inbound Extension number**

Every Subscriber will be assigned a unique Extension number, as part of a schema assigned to the Site. By default the Extension will be 3 digits in length. If there are no particular requirements then the system will default to using the last 3 digits of the Subscriber's DDI number (although Extensions cannot begin with the digits '0', '1', or '9'). Inbound calls made internally by other users of the same Customer will ring all available Terminals (telephones) associated with the Subscriber. The Extension cannot be dialled directly by a) another external caller, or b) any other Inclarity user outside of the Customer's own environment.

## **Incoming CLI presentation**

When receiving calls, and where the CLI information is available, the Subscriber will see the caller's number on the screen of his or her Terminal (telephone).

## **Subscriber name for outgoing SIP Display Name**

Every Subscriber's name will be recorded in the system, such that when the user calls another Inclarity VoIP user, the Subscriber's name will show on the screen of the called party as the SIP Display Name.

## **Incoming SIP Display Name presentation**

When receiving calls from other VoIP users on the Inclarity system the Subscriber will see the caller's SIP Display Name on the screen of his or her Terminal (telephone). Where the inbound call has been delivered via a call distribution group (Hunt Group, Reception, Call Centre) the SIP Display Name of the group will also be appended.

## **Subscriber name for Contact Directory listing**

Every Subscriber's name will be recorded in the system, such that it will appear with their Extension and DDI in the Customer's Contact Directory.

### **Contact Directory access (via web or handset)**

A Subscriber may view the Contact Directory for his or her environment by logging into the Phone Manager portal. In addition, the Contact Directory may be accessed on any IP handset which supports the Contact Directory feature. A Subscriber may also add Private and Shared custom entries to the Contact Directory.

### **Call On Hold**

This feature allows a Subscriber to place an active call on hold, such that the other party cannot hear the Subscriber (and hears default Music On Hold audio instead). Most telephones have a corresponding Hold button – pressed once to place the call on hold, and pressed again to retrieve the call from hold.

### **Call Waiting**

This feature allows a Subscriber to receive more than one call simultaneously, and can hold and switch between the calls using the prompts on the screen of his or her telephone. Call Waiting is enabled by default, but can be disabled by the Customer admin in SMT, in which case the Subscriber's will switch to their On Busy response to answer additional calls when he or she is on a call.

### **Do Not Disturb**

This feature allows a Subscriber to place his or her Extension on an 'always busy' state, such that all inbound calls receive his or her corresponding On Busy response (even if Call Waiting is enabled). Most telephones have a corresponding DND button – pressed once to activate the status, and pressed again to deactivate the status.

### **Call transfer (blind & attended)**

Where supported by the Terminal (telephone), the Subscriber may conduct a call transfer of a call in session to another party. A blind transfer immediately sets up the new call without announcement. An attended transfer provides the opportunity to announce the call to the new party.

### **3-way calling (simple conference)**

Where supported by the Terminal (telephone), the Subscriber may set up a 3-way conference call by dialling 2 other parties consecutively.

## **Subscriber Personal Voicemail**

Every Subscriber is provided with his or her own personal voicemail box, which may be used to capture calls which:

- Ring out as unanswered
- Trigger an On Busy response
- Trigger an On Not Reachable response

The voicemail box can be accessed by dialling a special access code (from a VoIP telephone) or a special access number (from a normal telephone), and requires a password (set online via the Phone Manager or SMT portals). The user is able to create separate On Busy and On Not Reachable greetings.

## **Voicemail to email**

A Subscriber may set his or her personal voicemail box to send message waiting notifications – or the voice messages themselves – to an e-mail address.

## **Voicemail via web**

A Subscriber may also play back and download his or her personal voice messages via the web using the Phone Manager portal.

## **Voicemail prompt ‘transfer on X’ option**

A Subscriber may activate the option for the caller to dial out of his or her personal voicemail prompt, and be transferred to another telephone number.

## **Call Forwarding on no answer**

A Subscriber may update his or her Follow Me settings, to direct inbound calls to his or her Extensions which ring out as unanswered to another telephone number (or to personal voicemail).

## **Call Forwarding on busy**

A Subscriber may update his or her On Busy settings, to direct inbound calls to his or her Extensions when he or she is busy to another telephone number (or to personal voicemail).

Since a Subscriber normally has Call Waiting enabled (see above) then the On Busy scenario is normally only triggered when the Subscriber activated Do Not Disturb (also see above).

### **Call Forwarding on not available**

A Subscriber may update his or her On Not Available settings, to direct inbound calls to his or her Extensions when he or she is busy to another telephone number (or to personal voicemail).

This On Not Available scenario is only triggered when the Inclarity received no response from any of the Subscriber's Terminals – i.e. they are all deactivated or offline for some reason, possibly due to Internet service or power problems.

### **Follow Me timeout customisation**

When using Follow Me call forwarding rules on no answer (see above) the Subscriber can decide how long his or her Terminal(s) ring before the Follow Me is triggered (including immediately, with no VoIP ringing).

### **Selective inbound call filtering**

A Subscriber may activate filtering on his or her inbound calls, such that calls from certain CLIs may be treated differently – the calls can either be rejected, transferred or sent to personal voicemail.

### **Server side Speed Dial list**

In the Phone Manager portal a Subscriber may build a single list of Speed Dial numbers which can be utilised by any of his or her Terminals (and, where supported, can be linked to line key buttons).

### **User Line Monitor**

Where supported by the Terminal (telephone) the Subscriber can set one or more line keys to 'watch' the SIP Busy Lamp Field (BLF) status of other users in the same environment.

**IMPORTANT:** This feature is limited to 46 active Line Monitors per 'watching' device.

### **Directed Call Pickup**

Independently of any Pickup Group (see below) any user can conduct a Directed Call Pickup to intercept a ringing call by dialling the Directed Pickup Code \*97 and the ringing Subscriber's Extension number.

## Pickup Groups (non-chargeable, optional)

A Pickup Group provides a method for intercepting inbound calls to other users that are not picked up.

Each Pickup Group has a list of Interceptees (people who can have their calls intercepted) and Interceptors (people who can intercept the calls).

Each time an Interceptor sees an Interceptee phone ringing, he or she can perform a Group Call Pickup by dialling the Group Pickup code \*98 to take that call on his or her phone.

Only Subscribers owned by the same Site may be members of the same Pickup Group. Subscribers owned by other Sites may not join.

A Subscriber may only be a member of 1 Pickup Group.

If the user has a Polycom IP phone then one of the line buttons of the phone can be customised to automatically dial the Group Pickup code \*98.

Note that all users may still perform a Directed Call Pickup, irrespective of whether they are a member of a Pickup Group, or which Pickup Group they are in, by dialling the Directed Pickup code \*97 followed by the Extension number of the ringing user.

## Optional Advanced Features

The following features can be added to the standard service to enhance and bespoke your hosted telephony service..

### **Multi-Terminal Subscriber**

A normal Subscriber only has permission to use 1 Terminal (telephone) as part of the standard monthly fee. For a small uplift in monthly cost a Subscriber can use multiple Terminals (telephones).

### **Call Conference Bridge**

A conference call requiring 4 or more participants must be set up via a Call Conference Bridge. A Bridge can be added to any Subscriber and is assigned its own unique telephone number (and can hence potentially be used by anyone within the Customer's business). The Bridge number connects to a single room with a voice prompt that asks for the PIN number. The room has two PINs – for the moderator and for the guests respectively. The room cannot be used if the moderator is not present.

### **Fax-to-Email**

Any Subscriber can have a unique fax-to-email telephone number appended to his or her profile. All inbound fax calls are converted to file format and forwarded to the specified e-mail address. There is no corresponding outgoing fax service.

### **Receptionist & Console**

Any Subscriber can be uplifted at additional cost to Receptionist status, by including them in a Receptionist Group in the SMT portal. A Receptionist is included in the distribution of incoming calls to the group, and may watch and manipulate the calls in the group Call Queue using a special console window in his or her web browser.

### **Call Centre Agent, Sign-In & Client**

Any Subscriber can be uplifted at additional cost to Agent and/or Supervisor status, by including them in a Call Centre group in the SMT portal. An Agent must advertise his or her availability to the group by Sign In, and will then be included in the distribution of incoming calls to the group. The Agent can also advertise that they are Unavailable or in Wrap Up. At the end of the shift the Agent should Sign Out. If the Agent also takes the licensed web client, then he or she gains additional visibility of the group's activity via this client. Any Subscriber nominated as a

Supervisor will 'own' a number of Agents, will be able to take escalations from them, and will be able to intrude/barge into their calls.

## **UC Client**

Any Subscriber can be given access to the Inclarity UC Client software, which should be downloaded and installed on the user's computer desktop. While running, the UC Client will preview every call as a small box on the screen, and will attempt match the incoming/outgoing number with the user's available contacts. There is native integration for the Inclarity Contact Directory and for MS Outlook Contact Cards. The more expensive 'DB' version of the UC Client allows for additional integrations with a wide variety of other applications.

## **Call Recording**

Any Subscriber can be enabled with Call Recording, an always-on service which captures all inbound calls from outside the network, and all outbound calls to outside the network. Captured calls are made available for search and playback via a dedicated online portal. There is also an option to 'live acquire' (silent monitor) calls in progress. The service does not record internal calls made between two VoIP users on the same network.

## **Pickup Groups (non-chargeable, optional)**

A Pickup Group provides a method for intercepting inbound calls to other users that are not picked up.

Each Pickup Group has a list of Interceptees (people who can have their calls intercepted) and Interceptors (people who can intercept the calls).

Each time an Interceptor sees an Interceptee phone ringing, he or she can perform a Group Call Pickup by dialling the Group Pickup code \*98 to take that call on his or her phone.

Only Subscribers owned by the same Site may be members of the same Pickup Group. Subscribers owned by other Sites may not join.

A Subscriber may only be a member of 1 Pickup Group.

If the user has a Polycom IP phone then one of the line buttons of the phone can be customised to automatically dial the Group Pickup code \*98.

Note that all users may still perform a Directed Call Pickup, irrespective of whether they are a member of a Pickup Group, or which Pickup Group they are in, by dialling the Directed Pickup code \*97 followed by the Extension number of the ringing user.

## Hunt Groups

A Hunt Group is a simple call distribution group which maps inbound calls on a single telephone number to many underlying Subscribers.

Each Hunt Group is assigned its own unique UK telephone number, and associated short Extension number .

Each Hunt Group is given a Name, which is passed through with each call to all the members of the group as part of the visible SIP Display Name.

Each Hunt Group can hunt users in a number of ways:

- Cyclic
  - Rotate through the list, starting with the next user as the first recipient of the next call
- Fixed
  - Start with the user at the top of the distribution list as the first recipient for the next call
- Longest Idle
  - Pick the longest idle user as the first recipient of the next call
- Random
  - Pick the next recipient of the call at random
- Parallel
  - Ring every listed user simultaneously in response to every call

Each Hunt Group has its own unique, shared voicemail box which can be accessed by any user dialling into the system with the appropriate PIN. Email notifications and message email forwarding can also be enabled.

Each Hunt Group can be set with a customisable Open Period, outside of which all inbound calls will trigger an appropriate On Closed response (without ringing the users).

Each Hunt Group has On Closed, On Timeout, On Busy and On Not Available response actions which will be triggered depending on the circumstances. These actions can call forward to other telephone numbers, or can send the calls to the Hunt Group voicemail box.

Hunt Groups do not have any call queuing functions, and will only ever provide standard ringing tones as audible call progress to the caller.

Hunt Groups can only include local Subscribers in their memberships, and cannot be used to intelligently hunt multiple 3<sup>rd</sup> party telephone numbers.

## Reception Groups

A Reception Group is an advanced call distribution group which maps inbound calls on a single telephone number to many underlying Subscribers.

Subscribers that are made members of a Reception Group are uplifted to become Receptionists (at additional charge, as noted above) and have access to a special Receptionist Console (also see above).

Each Reception Group is assigned its own unique UK telephone number, and associated short Extension number .

Each Reception Group is given a Name, which is passed through with each call to all the members of the group as part of the visible SIP Display Name.

Each Reception Group can hunt users in a number of ways:

- Circular
  - Rotate through the list, starting with the next user as the first recipient of the next call
- Regular
  - Start with the user at the top of the distribution list as the first recipient for the next call
- Simultaneous
  - Ring every listed user simultaneously in response to every call
- Uniform
  - Pick the longest idle user as the first recipient of the next call

Each Reception Group has its own unique, shared voicemail box which can be accessed by any user dialling into the system with the appropriate PIN. Email notifications and message email forwarding can also be enabled.

Each Reception Group can be set with a customisable Open Period, outside of which all inbound calls will trigger an appropriate On Closed response (without ringing the users), which can either forward calls to another telephone number, or send the callers to the Reception Group voicemail box.

Each Reception Group places inbound calls in a Call Queue with a customisable limit. Any calls received over this limit are moved to an Overflow response. The Call Queue can be set with a series of Entrance, Estimated Wait and Comfort messages which will be heard by the waiting callers.

Reception Groups can only include local Subscribers as Receptionists, and cannot be used to intelligently hunt multiple 3<sup>rd</sup> party telephone numbers.

## Call Centre Groups

A Call Centre Group is an advanced call distribution group which maps inbound calls on a single telephone number to many underlying Subscribers.

Subscribers that are made members of a Call Centre Group are uplifted to become Call Centre Agents (at additional charge, as noted above) and can also have access to a special web based Call Centre Agent Client (also see above).

Agents are not automatically fed calls from the group – first they must advertise their availability by electing to Sign In. Once Signed In, an Agent's status may rotate from Available, to Busy, to Wrap Up, to Available again. An Agent must also voluntarily select to become Unavailable (a generic status that cannot be customised or commented). At the end of the shift he or she should Sign Out to stop receiving calls.

Subscribers can also be nominated as Call Centre Supervisors, which allows them to monitor the Agents underneath them, and intrude/barge into their calls. Supervisors are not sent calls even if they Available. However, a Supervisor may also be nominated as an Agent (at an accumulative cost) to be included in the distribution group as well.

Each Call Centre Group is assigned its own unique UK telephone number, and associated short Extension number .

Each Call Centre Group is given a Name, which is passed through with each call to all the members of the group as part of the visible SIP Display Name.

Each Call Centre Group can hunt users in a number of ways:

- Circular
  - Rotate through the list, starting with the next user as the first recipient of the next call
- Regular
  - Start with the user at the top of the distribution list as the first recipient for the next call      Simultaneous
  - Ring every listed user simultaneously in response to every call
- Uniform
  - Pick the longest idle user as the first recipient of the next call

Each Call Centre Group has its own unique, shared voicemail box which can be accessed by any user dialling into the system with the appropriate PIN. Email notifications and message email forwarding can also be enabled.

Each Call Centre Group can be set with a customisable Open Period, outside of which all inbound calls will trigger an appropriate On Closed response (without ringing the users), which can either forward calls to another telephone number, or send the callers to the Call Centre Group voicemail box.

Each Call Centre Group places inbound calls in a Call Queue with a customisable limit. Any calls received over this limit are moved to an Overflow response. The Call Queue can be set with a series of Entrance, Estimated Wait and Comfort messages which will be heard by the waiting callers.

Call Centre Groups can only include local Subscribers as Agents, and cannot be used to intelligently hunt multiple 3<sup>rd</sup> party telephone numbers.

Inclarity recommends that any Customer with a Call Centre should also take the Akixi Reporting tool to monitor and analyse the activity of their Agents (see below).

## **Call Centre Premium**

A Call Centre Premium group includes all of the benefits and features of a standard Call Centre, but it also includes the following additional, specialised features:

### **Forced Forwarding Mode**

Tick a box to temporarily send inbound calls somewhere else, to cater for emergency situations without changing any of your other existing Call Centre settings.

### **Holiday Service Mode**

Define a series of Holiday Events, during which you can trigger alternative inbound call behaviour to your usual Open and Closed activities.

### **Skills Based Routing**

Instead of hunting Agents in the manner described above, you can instead tag them with a Skill number, and sort through Available Agents from lowest number to highest. This is of particular benefit when the same Agents are members of multiple Call Centre groups (and call queues).

### **Inbound Whisper Announcements**

Load a recorded message to be played to the Agent before each call is put through to them. This could remind the Agent where the call is from, or what it is about. Alternatively, they could be reminded of the latest offers, or the latest issues, to better handle the inbound call they are about to receive.

## **Auto Attendant Menus**

An Auto Attendant menu is a simple Interactive Voice Response (IVR) system for sorting incoming calls. Each Auto Attendant is assigned its own unique UK telephone number, and associated short Extension number .

Each Auto Attendant is given a Name, which is passed through with each call to all the members of the group as part of the visible SIP Display Name.

Each Auto Attendant has a slot to load a pre-recorded welcome announcement, and after this announcement has played the menu will wait for the caller to press a single key. Each key press can trigger a unique response, including forwarding the call to another telephone number, or sending the caller to voicemail.

The menu however does not contain any default announcements or actions – each menu must be built to specification in the SMT portal by the Customer (or Reseller).

The menu only includes one layer of key presses – if a Customer needs a multi-layered menu then they should receive multiple Auto Attendants that can transfer seamlessly from one to another.

## **Unified Communications**

Unified Communications (UC) is a catch-call term for bundled services that provide an improved experience to the customer over just voice telephony.

Inclarity's definition of UC is contact aggregation and application integration on the desktop, to make it easier for the user to identify calls and to improve their efficiency.

Any Subscriber may (at additional cost) be given the Inclarity UC Lite Client software to install on his or her desktop, which will provide the following benefits:

### **Call Preview**

Every call made or received will generate a small window on the desktop confirming the incoming CLI or outgoing CLD. If the number can be matched to a Contact in the user's UC Address Book then the name of the matched Contact will also be reported. The preview window will also provide activity buttons to manipulate the call, or screen pop the relevant Contact record.

### **Address Book Search**

The user can manually search names and numbers against the same list of Contacts used in the Call Preview. By default the UC Client will only search the Contact Directory saved in the Cloud telephone system, but other integrations are possible.

### **Outlook Contact Card Integration**

If the user has MS Outlook he or she can add integration to include his or her Outlook Contact Cards in his or her Call Preview and Address Book Search. This integration also allows the user to click-to-dial against the Contact Cards within Outlook.

### **Skype for Business 1-Way Interaction**

If the user is running any version of Skype for Business (formerly Lync) then when the user is busy on the phone, the UC Client will force the Skype client to also report your status as busy. (However this process does not work in reverse: the UC Client will not report other Skype statuses drawn from the Outlook Calendar.)

### **Telephone Presence Dashboard**

The user can launch a window which allows them to view the current telephone statuses of all Subscribers in the Customer's telephone environment. These statuses are reported in the typical SIP BLF style – i.e. showing available, alerting/ringing, busy, and do-not-disturb only.

### **Browser click-to-dial**

The UC Client will enable you to dial any telephone numbers you see in your browser by clicking on them. (This may require some initial setup in the browser.)

### **Clipboard click-to-dial**

While the UC Client is running any number that you copy to your desktop clipboard will pop up with a click-to-dial option.

### **Call review**

The UC Client menu will show your recent call activity and will allow you to click to dial from the list of calls.

### **Personal Call Feature Management**

From the UC Client you can activate/de-activate Do Not Disturb on your Extension, and you can also enable/disable your personal call forwarding settings.

There is also a superior version called the Inclarity UC DB Client, which offers all of the above functionality, and also similar call preview, and contact search options in relation one or more third party CRM software solutions.

Depending on the integration, this may also add activity buttons to the call preview window, to allow you to screen pop the relevant CRM record relating to the call activity.

The following list of CRM integrations is currently confirmed for the UC DB Client:

Act 2007-2009  
Act 2010+ Connectwise EGroupware Goldmine  
Google Contacts  
LDAP (for local Active Directory) Lotus Notes Maximizer  
Maximizer CRM Web Access Microsoft Access Microsoft Dynamics CRM Microsoft Dynamics  
NAV  
Microsoft Outlook  
National Directories Netsuite  
ODBC (for local, custom databases) Sage CRM  
Salesforce CRM Saleslogix  
Sugar  
SuperOffice CRM  
vtiger  
XING  
Zoho CRM

This list is not exhaustive – the software vendor offers additional options, and their application support is constantly expanding. If you should have any queries regarding a requirement for such integration then please contact Inclarity Pre Sales.

### **Akixi Reporting (chargeable per reported user, and per supervisor)**

The Akixi reporting solution is a complementary option that provides a wide array of reporting options, including scheduling, wall boards and graphs.

The solution is deployed as one of three possible tiers, which offer increasing levels of complexity and control:

#### **Akixi Lite**

Historic reporting only. Report templates include: Historic Call List, Calls by Day, Calls by Week, Calls by Month, Calls by 1/2 Hour Interval

#### **Akixi 1000**

Historic and real time reporting. Report templates include: all Lite reports, Active Call List, Calls by DDI, Extension List, Extension BLF, Unreturned Lost Calls, Desktop Wallboard

#### **Akixi 2000**

Historic and real time reporting, including call centre/ACD. Report templates include: all Lite and 1000 reports, Hunt Group List, Hunt Group BLF, ACD Agent List, ACD Agent BLF, ACD/DND Activity, ACD N/A Code Usage, Calls by Account Code, Desktop Wallboard (with ACD).

Every Subscriber whose activity should be included in the reports needs to be licensed for reporting at the appropriate level. It is not necessary to license every Subscriber in the environment (although it is recommended).

The Customer will need to nominate and license at least one Supervisor user to access the report data. Each Supervisor can independently create and save his or her own reports. Every display device that will advertise a wall board will also need its own Supervisor license.

Reports can be built using sophisticated filters concerning the date and time of call, what numbers and/or users were involved, the direction of the call, the exact termination reason, and many other more detailed criteria.

Data can be displayed in tabular form or – for comparative/summary reports only – in graphical form (bar charts, line charts, pie charts, etc.).

It is not necessary to rely solely on the web portal for your reports – they can also be scheduled to be sent to the Supervisor user's email address.

Note that at the 1000 and 2000 levels, the Akixi portal can also be used by the Supervisor to control live calls. At the 1000 level the Supervisor can click to answer calls and steal calls. At the 2000 level the Supervisor can also click to update Agent Call Centre/ACD statuses, and can Intrude/Barge into calls in session.

Inclarity recommends that any Customer with Call Centre features should also take the Akixi 2000 product to receive maximum value from the service.

More information on the use of Akixi can be found in the corresponding Inclarity Quick Start Guide to Akixi Reporting.

## **Red Box Call Recording (chargeable per user)**

Inclarity offers a call recording solution which is activated – and charged – per telephone Subscriber, such that all of the Subscriber's inbound and outbound calls are recorded automatically.

**IMPORTANT:** The system only records calls made to external numbers, and calls received from external numbers. It does not record local calls made between two VoIP users at the same network location.

We do not charge for disk storage space for a Customer's archive of call recordings. Instead we guarantee that the recordings will be kept for 6 months (to fulfil basic FSA compliance), after

which they will be deleted. All Customers are encouraged to download their recordings within this 6 month time frame.

The call recordings are initially made available in a separate web portal for a nominated supervisor user to review, play back and download. There is no additional charge for this access – it is included if at least 1 Subscriber is being recorded.

Recordings are found by searching for the relevant calls in the call recording portal. Call transfers will show as separate call legs in the listing. Only the call legs involving a recorded party will be recorded.

Once a recording has been viewed, the supervisor can click to download the recording as a .wav file. The portal also supports the bulk download of recordings (up to 1000 at a time), and this process also saves metadata concerning the date, time, CLD, CLI and duration of the calls to the user's desktop for the Customer's future reference.

### **Recording Suppression & PCI Compliance**

This always-on call recording service is by its nature not PCI compliant. However, Customers who have an interest in PCI compliance can stop the service to take their recordings out of scope using the Red Box Workstation Client.

The Workstation Client is a software tool for the PC desktop which can a) provide a button for the user to manually suppress his or her own recordings, or b) detect a particular user window focus on the desktop to automatically suppress his or her own recordings.

The Workstation Client license is an additional monthly charge on top of the basic Call Recording service.

### **Telephony Feature Access Codes**

Many of the telephony service features offered by the Inclarity platform can also be manipulated by a user using special Feature Access Codes (FACs) dialled from an Inclarity handset.

Some of the more useful codes are listed below.

Call Forward Always (to 3<sup>rd</sup> party number)

Enable dial \*72 followed by internal or external number then # Disable \*73

Call Forward Always (to Not Available Voicemail)

Enable dial \*21 followed by internal or external number then # Disable #21

Call Forward on Busy (to 3<sup>rd</sup> party number)

Enable dial \*90 followed by internal or external number then # Disable \*91

Call Forward on Busy (to Busy Voicemail)

Enable dial \*40 followed by internal or external number then # Disable #40

Call Forward on No Answer (to 3<sup>rd</sup> party number)

Enable dial \*92 followed by internal or external number then # Disable \*93

Call Forward on No Answer (to Not Available Voicemail) Enable dial \*41 followed by internal or external number then # Disable #41

Group Call Pick Up

Lift telephone handset. Dial \*98 to pick up the oldest ringing call.

Directed Call Pickup

Dial \*97 and then the Extension where the call is ringing, followed by # to answer the call.

Direct Voice Mail Transfer to another's voicemail

During the active call, press Transfer. Dial 121 and then Extension of the voicemail, then press either # or the handset transfer button.

Do Not Disturb Enable dial \*78 Disable dial \*79#

Last Number Redial

Dial \*66 to redial the last outgoing phone number dialled

Check Voicemail Dial 1571 or \*86

Check Voicemail Settings Dial 1570 or \*62

Hide CLI Per Call

Dial \*67 and then the target telephone number. Your CLI will be withheld.

Hide CLI Permanently Enable dial \*31

Disable dial #31

Reveal CLI Per Call

Dial \*65 and then the target telephone number. Your CLI will be revealed.

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