Feature Descriptions

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Alternate Numbers

Enables users to have multiple phone numbers and/or extensions assigned to them. Normal ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity.

Anonymous Call Rejection

Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.

Authentication

Authentication is performed upon the registration of an IP phone. This ensures that the user of the device is authorised to gain access into WemTel. SIP invites may also be authenticated on an on-going basis at pre-defined intervals. Standard digest authentication is used. The authentication information is configured both in the phone and via the group web portal. All call originations from unregistered phones are denied.

Automatic Callback

Enables users who receive a busy condition to monitor the busy party and automatically establish call when busy party becomes available. This service can only be activated when calling within the same group.

Call Forwarding Always

Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number. A status indicator on the CommPilot Call Manager identifies whether this service is enabled.

Call Forwarding Busy

Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number.

Call Forwarding No Answer

Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding.

Call Forwarding Selective

Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the user-specified destination. The user controls the service via a web interface, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week.

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Call Notify

Enables a user to define criteria that cause certain incoming calls to trigger an email notification. If an incoming call meets user-specified criteria, an email (or short message to a cell phone) is sent to the notify address informing the user of the details of the incoming call attempt. The user controls the service via a web interface, which provides the ability to set the notify email address and the criteria sets for determining which calls trigger a notification. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Call Return

Enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the call recall feature code. The system stores the number of the last party to call, and connects the user to that party. Users can also execute call recall via the CommPilot Call Manager.

Flash Call Transfer

Enables a user to make a three-way call with the caller and add-on party before transferring the caller. To initiate call transfer with three-way consultation, the user depresses the flash hook and dials the add-on party. When the call is answered, the user depresses the flash hook and forms a three-way call with the add-on party and caller. To transfer, the user hangs up, causing the caller to be connected to the add-on party. Users can also execute call transfer with three-way consultation via the CommPilot Call Manager.

Call Waiting

Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user depresses the flash hook. The user connects with the waiting party and holds the original party. By depressing the flash hook, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up. Users can also execute call waiting via the CommPilot Call Manager. Users can activate/deactivate the Call Waiting service for all incoming calls via their web interface. Users also have the option of canceling their Call Waiting on a per-call basis by dialing the respective feature code for Cancel Call Waiting per Call before making the call, or after a switch-hook flash during the call. Once the call is over, Calling Waiting is restored.

Calling Line ID Blocking

Enables a user to block delivery of his/her identity to the called party. The user controls the service via a web interface, which provides the ability to activate and deactivate the service. If activated, all calls made by the user have the user's identity blocked. If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature code (*65 default) for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored.

Calling Line ID Delivery

Enables the delivery of a caller's identity to a user via the CommPilot Call Manager and phone (if capable). Delivered information includes the caller's phone number and name. The information is delivered to the web interface and the phone (if capable) only if the information is available and has not been blocked by the caller.

CommPilot Express

Enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status:
• Available – In the Office
• Available – Out of the Office
• Busy
• Unavailable

Each profile includes preferences for managing the relevant incoming call functions (e.g., Call Forwarding (busy, no answer, always, selective), Voice Messaging, Simultaneous Ringing, Call Notify), which can be configured through a single easy-to-use web page. Users can also select their active profile via their CommPilot Call Manager, and/or an IVR menu. If a user elects to use CommPilot Express, it will take preference over all of otherservice settings associated with processing incoming calls.

Directed Call Pickup with Barge-In

In addition to the ability to pick-up a call directed to another user in the same customer group, this version of the Directed Call Pick-Up service (listed below under Group Services) also enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.

Do Not Disturb

Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. A status indicator on the CommPilot Call Manager identifies whether this service is enabled.

Flash Call Hold

Enables users to hold a call for any length of time by flashing the switch-hook on their phone and dialing the respective feature activation code. Parties are reconnected again when the switch-hook is flashed and the feature activation code is dialled again.

Last Number Redial

Enables users to redial the last number they called by clicking the 'Redial' button on their CommPilot Call Manager or by dialing a feature code (e.g., *66).

Priority Alert/Ringing

Enables a user to define criteria to have certain incoming calls trigger a different call waiting tone (i.e., alert) or a different ringing cadence than normal calls. The user sets the criteria (e.g., incoming calling number, time of day, day of week) for determining which calls require priority notification via their CommPilot Personal web interface. Multiple criteria sets, or profiles, can be defined.

Remote Office

Enables users to access and use their WemTel service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for teleworkers and mobile workers, as it enables them to use all of their CommPilot features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from WemTel, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set up by the group administrator.

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Selective Call Acceptance

Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user-specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Selective Call Rejection

Enables a user to define criteria that cause certain incoming calls to be blocked. If an incoming call meets user-specified criteria, the call is blocked and the caller is informed that the user is not accepting calls. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Simultaneous Ring

Simultaneous Ring enables users to have multiple phones ring simultaneously when any calls are received on their WemTel phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk.

Speed Dial 8

Enables users to dial single digit codes to call up to eight different numbers, such as frequently dialled numbers or long strings of digits that are hard to remember.

Speed Dial 100

Enables users to dial two-digit codes to call up to 100 frequently called numbers. Entry of the two-digit code is preceded by a configurable prefix: 0-9, A-D, *, or # (default). Users can program the numbers in their directory via the Speed Dial 100 page in their CommPilot Personal web portal, or directly through their phone using the respective feature access code (*75 default).

Three-Way Calling

Enables a user to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the user depresses the flash hook and dials the third party. Before or after the third party answers, the user depresses the flash hook and forms a three-way call with the two parties. To drop the third party, the user depresses the flash hook and is reconnected with the original party in a regular two-party call. If the user hangs up, all parties are released. Users also have the ability to execute three-way calls using the CommPilot Call Manager.

Account/Authorisation Codes

Enables the tracking of calls made to outside of the group by prompting users for an account code. This service does not validate the codes entered (see Authorisation Codes), so calls are not blocked. Account codes are managed by the Group Administrator and can be 2 to 14 digits long. Please note that groups cannot have this service and the

Authorisation Codes service enabled at the same time. Account Codes can also be implemented on a per-call basis in which users have the option to enter an account code by dialing a feature code before the call, or by flashing the switch-hook during a call and then dialing the feature code (for example, to register an incoming call from a client).

Performs an authorisation of calls made to outside of the group by prompting users for an authorisation code. Calls will not be connected unless a valid code is entered. Authorisation codes are managed by the Group Administrator and can be of 2 to 14 digits in length. Please note that groups cannot have this service and the Account Codes service enabled at the same time.

Call Park

Enables a user to hold a call and to retrieve it from another station within the group. To park a call, a user depresses the flash hook and dials the call park feature code. The call is parked and the caller is held. To retrieve the call, the user goes to any phone in the group and dials the call retrieve feature code, followed by the user's extension. The call is retrieved and connected to the retrieving user. Users can also execute Call Park via the CommPilot Call Manager.

Call Pickup

Enables a user to answer any ringing line within their pick up group. A pick up group is a group administrator-defined set of users within the group, to which the call pickup feature applies. To pick up a ringing call, a user dials the call pick up feature code. The user is then connected to the caller. If more than one line in the pick up group is ringing, the call that has been ringing the longest is answered. Users can also execute call pickup via a web interface.

Calling Group ID Delivery

Provides the name and number of the group (or company) for outgoing calls from users in the group, rather than providing the user's own name and number. The group number may be defined on a per user basis, which is often appropriate for multi-location groups.

Configurable Feature Codes

Provides each group administrator with the option to specify the feature codes (a.k.a. star codes) associated with their services (e.g., Last Number Redial, Call Return) via the CommPilot Group web portal. Users can see, but not edit, the feature code associated with each service at any time by referencing their CommPilot Personal web portal. Group administrators have the option configure two different feature access codes for the same service. For example, *69 and #81 could both be used to enable Call Return.

Hunt Groups

Allow users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Groups phone number. Group administrators can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner:

• Circular sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off.

• Regular sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.

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• Simultaneous rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected.

• With Uniform, as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for Uniform calls. Group administrators can also establish a No Answer Policy to redirect calls to the next agent if not answered in a specific number of rings by the previous agent. If all idle phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as Voice Mail.

Music on Hold
Enables group administrators to upload an audio file (.wav file containing music, advertising, etc.) onto the system to be broadcast to held parties. This service can be used in conjunction with the following services: Call Centers, Call Hold, and Call Park.

Shared Call Appearance
Allows for incoming calls to ring on up to 35 additional phones simultaneously, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked. Certain IP phones can present the following states across their lamps: idle, progressing, alerting, active, and held. Certain IP phones can also support the hold/retrieve function, whereby calls

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on shared lines can be held on one device and retrieved from another registered device. Example applications of this service include setting up a second line for an executive assistant or creating a hosted key system solution with multiple lines being shared across multiple phones in an office.

Auto Attendant
The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalised message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Configuration via the CommPilot Group web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Group
Administrators use their voice portal to record auto attendant greetings. For example, a message may be left remotely to indicate that the office has been closed due to bad weather. In addition, users have the ability to record their name for playback when a caller dials by name or extension.

A group can have multiple Auto Attendants configured, either individually (e.g., customer service with separate business hours) or integrated into a multi-level Auto Attendant (e.g., enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).

Call Centres

Enables business groups to set up a basic call centre with incoming calls received by a single phone number distributed among a group of users, or agents. The following functionality is supported:

• Agent login and logout
• Uniform distribution of incoming call to the available agents
• Queuing of the incoming calls that cannot be answered immediately
• Overflow to a given destination when the group is unable to accept calls
• No Answer Policy to redirect call to next agent if not answered in a specific number of rings by previous agent
• Deflection to a given destination outside of business hours
• Music on Hold

A variety of statistics are provided to monitor the performance of call centres, such as Average Number Agents Busy and Average Hold Time Before Call Loss.

Statistics are also provided to track individual agent performance, such as Average Time Agent Spends on Calls and Amount of Time Each Agent Logged On and Idle. A statistics report is generated at the end of each day and sent to one or two e-mail addresses.

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