

VBX Feature Guide



1 Introduction

About this Feature Guide

The Feature Guide is designed to serve as an overall reference describing the features of the ECN Virtual PBX (VBX). It explains what the VBX can do, as well as how to obtain the most of its many features and facilities.

List of Abbreviations

AA	-	Automated Attendant
COS	-	Class of Service
DND	-	Do Not Disturb
DSS	-	Direct Station Selection
FWD	-	Call Forwarding
OGM	-	Outgoing Message
TRS	-	Toll Restriction
UCD	-	Uniform Call Distribution
VM	-	Voice Mail
VBX	-	Virtual Business Exchange

1.1 Feature Highlights

Automated Attendant (Virtual Receptionist)

The VBX automated attendant (also AA, or virtual receptionist) allows callers to be automatically transferred to an extension without the intervention of an operator/receptionist. The VBX automated attendant will also offer a simple menu system ("for sales, press 1, for service, press 2," etc.). This option also allows calls to be sent to a Queuing Service in order for callers to hold for specific groups within the VBX.

Voice Mail

The VBX Voice Mail System (also known as voice mail or voice message) is a system that allows users and subscribers to exchange personal voice messages. The VBX voicemail system is designed to convey a caller's recorded audio message to a recipient. To do so they contain a user interface to select, play, and manage messages.

Time Service

Time service modes are used to determine how the VBX will function during different times of day. For example, incoming calls can be directed to sales staff during the day and to Voice Mail Service at night.

Account Code

An account code is used to identify a user's restrictions when making outgoing calls. An extension user does not need to enter an account code for incoming outside (CO) line calls.

Toll Restriction

Toll Restriction (TRS) can prohibit certain extension users from making unauthorised outside line calls. Every extension is assigned to one available classes of service (COS). VBX clients are able to configure toll restriction on a per-extension basis, either blocking all outgoing calls or requiring that a numeric password be dialed to complete the call.

Conference Call

A conference call is a telephone call in which the calling party wishes to have more than one called party listens in to the audio portion of the call. The conference calls may be designed to allow the called party to participate during the call on an Ad-Hoc basis

Call Pick up

Call pick-up is a feature used in the VBX that allows one to answer someone else's telephone call. The feature is accessed by pressing a special sequence of buttons on the telephone set.

In places where call pick-up is used, the telephone sets may be divided into groups. Under such an arrangement, using call pick-up will only pick up a call in the same group.

Call Park

Call Park is a feature of the VBX that allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set. The "call park" feature is activated by pressing a special sequence of buttons. If no one picks up the parked call within the set time, the VBX may ring back the parked call. This transfers the parked call back to the person who originally parked the call.

Call Waiting

The notification to a user to indicate that a second call is holding. Call waiting tone is available only when the called extension is having a conversation with another party. If the called party is not yet connected with the other party (e.g., still ringing, on hold, etc.), the calling extension will hear a ring back tone and will be kept waiting until the called extension becomes available to receive the call.

Call Hold

Call Hold is a feature that allows a person to put a call on hold at a telephone set and continue the conversation after manually releasing the call "Un-Hold". If the user does not release the held call within the set time, the telephone system may ring back the held call based on a pre-set time.

Call Transfer

A call transfer is a feature that enables a user to relocate an existing telephone call to another phone or attendant console, using a transfer button and dialing the required location. The transferred call is either announced or unannounced. If the transferred call is announced, the desired party/extension is notified of the impending transfer. This is typically done dialing the desired party/extension; they are then notified and, if they choose to accept the call, it is transferred over to them.

Calls can also be transferred to external number in which case additional costs may be charged.

Music on Hold

Music on hold (MOH) is the business practice of playing music to fill the silence that would be heard by telephone callers who have been placed on hold. The following music sources are available:

- VBX Internal Music Source

Incoming Hunt Group

The VBX offers the following Incoming Group options:

Ring All (Ring Group) – In this case, incoming calls are sent to a pre-set group of extensions.

Circular (Circular Hunting) – In this case, an idle extension is searched for in a circular fashion according to a pre-set numerical order.

Terminate Group (Terminate Hunting) – In this case, an idle extension is searched for in a circular fashion according to a pre-set numerical order until reaching the highest-numbered extension in the group.

Members of an incoming group can join (Log-in) or leave (Log-out) the group manually. A user can leave the group temporarily when they are away from their desks, to prevent calls being sent to their extensions. They can return to the group when they are ready to answer calls.

Call Forward

When an extension user cannot answer calls (is on a call, out of the office, etc.), it is possible to forward or refuse calls directed to that extension using Call Forward features. Call Forward options include All Calls as well as a pre-set No Answer time before redirection.

Speed Dial

The VBX offers the following Speed Dial options:

System Speed Dial – An extension user can make calls using abbreviated dialling for frequently dialled numbers which are stored in the VBX system data. This list is common and shared by all users.

Personal Speed Dial – In this case an extension user can make calls using abbreviated dialling for frequently dialled numbers which are stored in the VBX system data. This list is personal to the user and not shared.

Quick Dial – An extension user can access an extension or feature by simply dialling a 1-4 digit Quick Dialling number.

Caller ID

The VBX receives caller information, such as the telephone number, through Incoming Calls. This information can then be shown on the displays of all handsets.