

User Service

Features	Description
Alternate Numbers	Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual 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 ID. Alternate Numbers are often used to provide "dummy" numbers to divert to while a number port is pending. They are also used when multiple ported numbers are all pointed to a single receptionist or group.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have withheld Caller ID. Activated through Unity. The caller is informed that the user is not accepting calls at that time. Does not apply to Hunt Group or Call Centre calls
Barge-In Exempt	All users require this service either to have their calls monitored [BIE set to disabled] or to be exempt from having their calls monitored [BIE activated]. A monitoring user needs the Directed Call Pick-Up With Barge-In service assigned to be able to monitor other users' calls.
Busy Camp On	Allows the transferring party to camp on a call against a busy destination in the group or enterprise.
Call Centre Reporting Module	Required by Call Centre Supervisors for each Call Centre Instance that they need to report on. Where multiple Supervisors are monitoring a Call Centre Instance, only one Call Centre Reporting Module is required per Call Centre Instance.
Call Forward Not Reachable	Allows for configuring a location [for example, a mobile] where a call should be redirected when the main device is unreachable [eg. If ADSL is down]
Call Forwarding Always	Forwards all incoming calls to another phone number. This service is configured via star codes or Unity
Call Forwarding Busy	Forwards all incoming calls to another phone number when the user is engaged. This service is configured via star codes or Unity
Call Forwarding No Answer	Forwards all incoming calls to another phone number when the user does not answer. The number of rings before the call forwards can be specified. This service is configured via star codes or Unity
Call Forward Selective	Controls time of day and day-of-week forwarding. Typically used for configuring Night Service. Configured through Provisioning.
Call Notify	Enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria, is sent to the notify address informing the user of the details of the incoming call attempt. The service is controlled via Provisioning.
Call Park - Group	Enables a user to hold a call and to retrieve it from another station within the group. A Call Park Instance [Group Service] is required for each concurrent Call Park "slot" required. Activated via star codes
Call Park - Directed	Enables a user to hold a call against a specific extension and to retrieve it from another station within the group. To park a call, a user presses the flash hook and dials the directed call park feature access code followed by the extension to park against. The call is parked and the caller hears silence. To retrieve the call, the user goes to any other phone in the group and dials the call retrieve feature access code, followed by the extension to which the call was parked. The call is retrieved and connected to the retrieving user. A Call Park Instance [Group Service] is required for each concurrent Call Park "slot" required
Call Pick-Up - Group	Enables a user to answer a call directed to another phone in their group by dialling a feature access code [*97 by default]. The longest unanswered ringing phone in the group is picked up first. Users must be in the same Pick-Up Group [Group Service]



Call Pick-Up – Directed	Enables a user to answer a call directed to another phone in their group by dialling the respective feature access code followed by the extension of the ringing phone or by right clicking the orange ringing user in Unity. Users must be in the same Pick-Up Group [Group Service]
Call Pick-Up 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 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. Activated via star code
Call Recording – Unlimited Minutes	Provides unlimited call recording on inbound and outbound calls for the user as setup by the administrator in Provisioning. Provides a cheaper monthly option for users that record more than 1,390 minutes per month. Normal call recording storage charges still apply.
Call Transfer	Allows a user to transfer a call internally or externally using their phone or Unity
Call Waiting	Enables a user to answer a call while already engaged in another call. When a second call is received the user is informed via a call waiting tone and the second call is visible in Unity and Polycom handset screens.
Calling Line ID Blocking	Enables a user to block delivery of his/her outbound CLI to the called party. Activated via Unity
CommPilot Express Profiles	Allows a Unity user to pre-set call routing behaviour for the following states; Available In Office, Available Out Of Office, Busy and Unavailable. Once the user selects a state then that behaviour is activated. For example, Available Out Of Office can be set to forward all calls to mobile. Available In/Out Of Office states will still show the user as green to other Unity Users. Busy and Unavailable states both make the user icon grey to other Unity users
Conference Calling – 3 Party	Allows a user to set-up 3 way conference calls. The 3 party's can be any mix of internal and external participants. Two RTP streams are opened from the initiating users' phone. Set-up either through the Polycom handset or Unity
Conference Calling – 8 Party	Allows a user to set-up 8 way conference calls. The 8 party's can be any mix of internal and external participants. The Broadsoft server acts as a conference bridge and only one RTP stream connects to each on-net party
Distinctive Alert/Ringing	Provides a different ringing cadence for internal calls versus calls received from outside of the group. Phone model dependant
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users activate/deactivate this service via star codes or Unity
Extension Dialling	Enables users to dial extensions via their phone or Unity to call other members of their business group.
Fax Messaging / Fax Mailbox	Allows users to receive fax messages on a separate DDI fax number. This can be a new or ported number. Fax messages are sent to the recipients email as .tiff files. Fax Messaging can only be assigned to a user with voicemail. This is a one-to-one relationship; each user can only have one Fax Mailbox. Requires a DDI Number
Hot Desk Host	This service makes the station available for users with the Hot Desk Guest service to log on to. Log-On via Unity or the Voice Portal
Hot Desk Guest	This service allows the user to associate with and Log-On to any available Hot Desk Host station. All DDI and groups calls will follow the user to the Host station.
Multiple Call Arrangement	Enables a user to make and receive multiple calls simultaneously on their different shared call appearance [SCA] locations. This feature provides improved support for the manager/administrative assistant scenario by presenting incoming calls to all locations, regardless of ongoing call activity. Also, enables all end-point locations to originate a call even if another location is busy. This feature is an overlay to the Shared Call Appearance feature.
Privacy	Allows the user to NOT appear in customer internal group directories
Push to Talk [Paging]	Enables user-to-user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system



	requests that the called station answer automatically. Administrators can define accept and reject lists. Requires the Group Paging group service
Remote Office	Enables users to access and use their BroadWorks extension from any end point, on-net or off-net (for example, home office, hotel phone). All outbound calls made via Unity will ring the Remote Office end-point and also the dialled number. The recipient will see the user DDI presented as outbound CLI. This service is designed to bypass outbound call charges at remote locations
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.
Sequential Ring	Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key.
Shared Call Appearance	Allows either 3 or 5 SIP endpoints to be configured for each user. When a Group or DDI call is received all stations will ring. Typically used when a user requires a office extension and a home study extension. Also used with the Polycom IP650 handset to provide boss/secretary working, where the SCA service is used to configure a line key to act as a busy lamp for the monitored user.
Simultaneous Ring	Enables users to have multiple phones [which can be on-net or off-net] ring simultaneously when any DDI calls are received on their extension.
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 star code prefix. Speed Dial numbers programmed via Broadsoft web portal
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 numbers programmed via Broadsoft web portal
Video Add-In	Allows the user to connect third part video products, such as Grandstream and Polycom video phones
Voice Mail - Unified	Personal user voicemail box. Busy and No Answer greetings can be recorded. Users can be given an option to press 0 to transfer to another number. Voice messages can be forwarded to the user email inbox.
Voice Message Callback	Enables users to automatically call back the person who left them a message by hitting an option during or after listening to the message. This feature works if the caller's line ID is available; otherwise, the call back is denied.



User Applications

Call Centre Supervisor	Windows client. Provides Real-Time and Historical reporting of Call Centre Instance groups and the Agents within them. Call Centre Reporting Module [User Service] is required for each Call Centre Instance that is to be reported on. Supervisor can only monitor Agents that are logged-in with Unity Agent. Sample Supervisor reports here
CommPilot Call Manager	Web based applet. Provides call control and click-to-dial functionality within a browser pop-up. Accessed via the Broadsoft portal.
Communicator Softphone - Voice	Windows client. Provides a SIP endpoint for the user to make and receive calls on their BroadSoft extension. Can be used in place of an IP hardphone, such as Polycom, or in conjunction with the Shared Call Appearance user service. Headset and microphone also required
Communicator Softphone – Voice & Video	Windows client. Same as Communicator Softphone – Voice, but with video support if used in conjunction with a webcam
Enterprise Assistant Toolbar	Plug-in for IE6/7 and Outlook 2003/2007. Provides call control, Outlook Contacts integration, directories and service configuration from within IE and Outlook
Unity Agent	Windows client. Provides Unity Pro functionality but also allows Agents to set their call centre Available Unavailable and Wrap-Up states.
Unity Connector	Windows .NET assembly. Unity Connector is middleware that enables click-to-dial screen-pop and call control from within a database application. Requires access to the customer application at source code level, so typically used with bespoke customer CRM applications. Cannot be used with “off the shelf” CRM applications
Unity Lite	Windows client. Provides busy lamp field [monitor 8 users], Outlook Contacts click-to-dial, service configuration directories and call control.
Unity Pro	Windows client. Same functionality as Unity Lite but includes busy lamp field [monitor 20 users], call centre login/out, hot desk logon and Instant Messaging
Reception Console	Windows client. Reception Console provides front desk users the ability to manage multiple incoming calls and transfer them to the desired party extension, voicemail or mobile.

Group Services

Features	Description
Auto Attendant	An automated customer greeting that provides callers the option to enter their desired party's extension, or select an option from a menu. Eg "Press 1 for Sales, Press 2 for Engineering". Each sub-level menu requires a separate call centre instance
Account Codes	Enables the tracking of calls made to external numbers by prompting users for an account code. This service does not validate the codes entered so calls are not blocked. Account codes are managed by the group administrator and can be two to 14 digits long. Note that groups cannot have this service and the Authorisation Codes service enabled at the same time.
Authorisation Codes	Performs an authorisation of calls made to external numbers by prompting users for an authorization code. Calls are not connected unless a valid code is entered. Authorisation codes are managed by the group administrator and can be of two to 14 digits in length. Note that groups cannot have this service and the Account Codes service enabled at the same time.



Call Capacity Management Instance	Used to limit the amount of concurrent calls into a group of users normally to ensure that bandwidth is exceeded and calls degrade. Where two ADSL circuits are deployed, two Call Capacity Management Instances will be needed with the users split into each Instance depending on which circuit they are using
Call Centre Instance	Same operation as Hunt Group Instance but with call queuing and call statistics. A comfort message can be played to callers in the queue.
Call Park Instance	Each Call Park Instance provides a "slot" that users in the group can use to park calls against using the Call Park Group and Directed user services.
Call Pick-Up Instance	Enables a user to answer any ringing extension within their pick-up group. Call Pick-Up Group and Directed are separate User Services. Activated via star codes or Unity. Multiple Pick-Up Groups can be deployed, for example when users are on different floors or in different departments. Pick-Up Groups are setup by an Administrator in Provisioning
Group Paging Instance	Allows an Administrator to configure a Paging Group for use with the Push To Talk user service
Enhanced Outgoing Calling Plan	Allows Administrators to configure outbound calling permissions for users, departments and groups. For example, blocking outbound calls to international, premium rate, blocking certain numbers or prefix's or blocking forwarding or call transfer. Configured via BroadSoft portal.
Hunt Group Instance	Allows an incoming call to be delivered to a group of users. Circular group rotary and ACD delivery options are available. The Hunt Group name will display on the screen of the phone and Unity when the call is delivered. Users can be members of multiple Hunt Groups and Hunt Group members can be distributed across multiple sites. After hours night service requires the Call Forward Selective user service to be applied [and VoiceMail if required].
Incoming Call Plan	Enables Administrators to block specific incoming calls to their company, department or individual users. For example, some users can be prevented from receiving calls from outside the company, or collect calls. Configured via BroadSoft portal.
Instant Conference	Enables a user to call a number that provides a group of members with an instant conference bridge. When the user dials the specific group call number, the system alerts all members in the group and, as the members answer, they are joined into a multi-way conference. If the originating user uses the Push to Talk feature, then the attributes of the Push to Talk feature are used [eg one-way or two-way broadcast]. This use of Push to Talk added to Instant Group Call equates to "group intercom" functionality. The Push to Talk or forced-off-hook functionality is engaged are when a member receives a Push to Talk group call.
Loudspeaker Paging	Enables users to access an intercom paging system by dialling an extension within the group. The paging system is simply configured in BroadWorks as a user and interconnected via a standard two-wire interface. Requires additional hardware at the user site
Music On Hold Instance	Used to play a recorded message to held or queued callers. Multiple MoH Instances can be used for customised messages to be played in different parts of the customer group
Voice Messaging Group	Required to support any VoiceMail users in the customer group