

# FEATURE FOCUS

ISSUE 004



IPECS FAMILY OF PRODUCTS



## PERSONAL CUSTOM CALL ROUTING

We are all familiar with the automated attendant. We call in and hear the pre-recorded message giving us a list of options, accessible by pressing the button on the phone keypad.

The automated attendant (AA) allows callers to get to the department or person they need, quickly and efficiently with minimal human intervention.

Wouldn't it be nice to have this control when callers reach your voicemail box?

## AUTOMATED ATTENDANT YOU CONTROL

With Personal CCR you can set pre-configured destinations straight from your own voicemail box. You can give your callers options to quickly go to another colleague's extension, transfer out to your cell phone, another system department menu or even join a conference.

Personal CCR gives your customers more options than simply "leaving a message" when they reach an individual's mailbox.

### iPECS Personal CCR Menu

Each DESTINATION corresponds to the KEY pressed by the caller e.g.

- + "1" will be transferred to a system speed dial
- + "2" will go to extension 1000 and ring there.
- + "3" will play another AA message
- + "4" will go to the system conference room 3
- + "0" will go to the company directory to search by name

Order ↓ <sup>a</sup>	Attribute	Type	Value	VMID
1	1 Destination	System Speed	2000	STA : <input type="text"/>
2	2 Destination	Station	1000	STA : <input type="text"/>
3	3 Destination	VSF Announcement	1	STA : <input type="text"/>
4	4 Destination	Conference Room	3	STA : <input type="text"/>
5	5 Destination	N/A		STA : <input type="text"/>
6	6 Destination	N/A		STA : <input type="text"/>
7	7 Destination	N/A		STA : <input type="text"/>
8	8 Destination	N/A		STA : <input type="text"/>
9	9 Destination	N/A		STA : <input type="text"/>
10	0 Destination	Company Directory		STA : <input type="text"/>
11	CCR Table Usage	ON		
12	CCR One Digit	ON		
13	* Button Used As	Leave Message Immediate		
14	# Button Used As	Replay Greeting		

There are additional options to control \* and # keys.

By default, the # button will allow you to enter your voicemail password and check any messages left in your mailbox.

You can also toggle the ability to dial other extension from your voicemail greeting, only the programmed destinations work.

**Contact us today for more information on  
how we can help your business.**

**[www.nine-one-one.ca/ipecs](http://www.nine-one-one.ca/ipecs)**

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