



## FEATURE FOCUS

ISSUE 006

















## **Station ICR (Individual Call Routing)**

Station ICR is an often overlooked feature of the iPECS telephone system. It's percieved complexity will often deter people, when in actual fact, it's a hidden gem that's surprisingly easy to setup and configure.

Station ICR allows the phone user to set pre-defined rules based on the following options:

- Caller ID (CO Caller ID or Station ID)
- All CO calls or all internal calls
- Date and Time
- Days of the week or Holidays

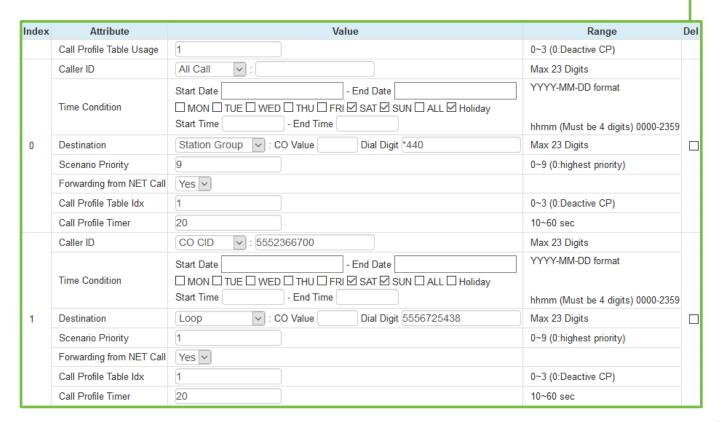


Once your ICR conditions are set, you can also set a "**Call Profile**" to each of the individual rules, allowing you to group them together under a profile. One of the really useful features of the call profiles is the ability to change them via your voicemail.

Simply dial into your mailbox, enter your password and press 7 ... and choose the call profile you wish to apply ... it's that simple!

The example below is a simple ICR scenario where the user requires calls on the weekend and on holidays, to route directly to voicemail where their **Personal CCR** will route the calls to the appropriate department, however there is a particular number (could be a customer or family member) that they would like to be forwarded straight to their cell phone except on holidays.

Because the rule that routes calls to their cell phone is a higher priority, than the callers being routed to the Personal CCR, it will always be checked **FIRST** before going to the next rule.





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

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