

FEATURE FOCUS

ISSUE 006



IPECS FAMILY OF PRODUCTS

Station ICR is an often overlooked feature of the iPECS telephone system. It's perceived 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.

Index	Attribute	Value	Range	Del
	Call Profile Table Usage	1	0~3 (0:Deactive CP)	
0	Caller ID	All Call : <input type="text"/>	Max 23 Digits	
	Time Condition	Start Date <input type="text"/> - End Date <input type="text"/> <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI <input checked="" type="checkbox"/> SAT <input checked="" type="checkbox"/> SUN <input type="checkbox"/> ALL <input checked="" type="checkbox"/> Holiday Start Time <input type="text"/> - End Time <input type="text"/>	YYYY-MM-DD format hhmm (Must be 4 digits) 0000-2359	
	Destination	Station Group : CO Value <input type="text"/> Dial Digit *440	Max 23 Digits	<input type="checkbox"/>
	Scenario Priority	9	0~9 (0:highest priority)	
	Forwarding from NET Call	Yes		
	Call Profile Table Idx	1	0~3 (0:Deactive CP)	
	Call Profile Timer	20	10~60 sec	
1	Caller ID	CO CID : 5552366700	Max 23 Digits	
	Time Condition	Start Date <input type="text"/> - End Date <input type="text"/> <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI <input checked="" type="checkbox"/> SAT <input checked="" type="checkbox"/> SUN <input type="checkbox"/> ALL <input type="checkbox"/> Holiday Start Time <input type="text"/> - End Time <input type="text"/>	YYYY-MM-DD format hhmm (Must be 4 digits) 0000-2359	
	Destination	Loop : CO Value <input type="text"/> Dial Digit 5556725438	Max 23 Digits	<input type="checkbox"/>
	Scenario Priority	1	0~9 (0:highest priority)	
	Forwarding from NET Call	Yes		
	Call Profile Table Idx	1	0~3 (0:Deactive CP)	
Call Profile Timer	20	10~60 sec		



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

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