Feature Overview

USER SERVICE

FEATURES	DESCRIPTION
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 except 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
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 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. Controlled via Unity
Direct Call Pickup	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. Activated via star code or Unity. Users must be in the same Pick-Up Group
Directed 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.

Distinctive Alert/Ringing	Provides a different ringing cadence for internal calls versus calls received from outside of the group.
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
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
8 - Way Calling	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
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
Remote Office	Enables users to access and use their BroadWorks service 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 s 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.
Three - Way Calling	Enables a user to make a three-way call with two other parties, in which all parties can communicate with each other. Two RTP streams are opened from the initiating users' station. Set-up either through the Polycom handset or Unity

USER SERVICE

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 identity
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 Authorization Codes service enabled at the same time.
Authorization Codes	Performs an authorization of calls made to external numbers by prompting users for an authorization code. Calls are not connected unless a valid code is entered. Authorization 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.
Busy Camp On	Allows the transferring party to camp on a call against a busy destination in the group or enterprise.
Call Park	Enables a user to hold a call and to retrieve it from another station within the group. A Call Park Instance is required for each concurrent Call Park "slot" required. Activated via star codes
Call Pickup	Enables a user to answer any ringing extension within their pick-up group. The user can directed call pick-up a specific extension or the longest ringing extension in the pick-up group. Activated via star codes or Unity
Call Plan - Forwarded/ Transferred (Call Barring)	Enables administrators to prevent specified users from forwarding or transferring calls to certain types of numbers, 6 such as long distance, toll, or premium numbers. This capability is especially useful for preventing fraudulent calling, such as company employees calling their office number at night or on the weekend to make personal calls to international destinations.
Call Plan - Incoming (Call Barring)	Enables administrators to block specified incoming calls to their company, department, and/or individual users. For example, some users can be prevented from receiving calls from outside the company, or collect calls. Configured via Broadsoft portal.
Call Plan - Outgoing (Call Barring)	Enables administrators to block users from making certain types of outgoing calls, such as long distance, toll, or premium. Configured via Broadsoft portal.

Direct Call Park	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.
Instant Group Call (Instant Conference Bridge)	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 (one-way or two-way broadcast, auto-answer, access control list). 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.
Multiple Call Arrangement	Enables a user to make and receive multiple calls simultaneously on their different shared call appearance 7 (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.
Fax Mailbox	Extends the BroadWorks Messaging service to offer users the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages. Fax messages can be retrieved by e-mail, or can be printed by sending the message to another fax number using the telephone voice portal.
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.