

Definity-G(x) Demystified:
By Walt Medak

Q: We have a couple of executives who share a secretary. The executives receive a lot of sales calls when the callers use the names directory in the voicemail auto attendant. Since all calls are routed through the auto attendant, we have blocked the calls to the executives through the names directory by using characters in front of their names effectively removing them from the directory. However, it has been decided that we now want the names directory to work for these executives, but instead of the calls going to their extensions, they need to go to their secretary. We only want this to work for when dialing through the names directory in the voicemail. Direct calls to the executives' numbers whether internal or external need to reach their actual phones. Can the calls be routed to the executives and their secretary in this way?

A: This took consulting with a Tier III engineer and a software specialist. After checking the extension list and availability in the PBX and voicemail, two extensions can be added and assigned as "soft" phones, one for each executive. In the PBX the extensions should be programmed as 2500 analog phones and "x" ported. The actual names of the executives need to be added in the same fashion as the other users in the PBX. In the voicemail the same extension numbers need to be added with the "last name, first name" format. In a Definity Audix® verify that the extension is included in the Machine Profile address range (display machine). Also for a Definity Audix®, go to "disp transfer-dialplan" and make sure the extensions are included in the permitted transfer range. Even though the mailboxes will not be accessed by anyone, default passwords should be entered and the names recorded. Then a new coverage path has to be added in the PBX to route calls through the voicemail names directory to the secretary of the executives. If there are available extensions this is an effective solution for avoiding unwanted calls.

Q: We have a fairly small office, and people will often hear someone else's phone ringing and use the call pickup feature to answer the call. We also have an overhead ringer that calls are directed to if a caller presses '0' out of our auto attendant. There are those instances when a person would rather not talk to a caller, and instead have the caller sent directly to their voicemail. Right now, if we know somebody is at their desk we have to put the caller on hold, call the person and tell them to either not answer or hit send calls, and then go back and transfer the call. It would be nice to be able to streamline that process and just have a way to send a call directly to someone's mailbox. I'm sure there's an easy way to do it. I just don't have the time to try to figure it out on my own. We have a Definity system with an Intuity voicemail.

A: For the times you pick up a call ringing on someone's extension, there is a feature called "Transfer to Voice Mail" that should work for you. You would need to make sure there is a code entered for that feature in the "feature-access-codes" form. When you answer a call from someone's extension you would press the "Transfer" key, dial the feature access code and press "Transfer" again. This should put the caller directly into

the called-party's voicemail box. The one caveat to this is that the person picking up the call has to be in the coverage path of the station where the call was ringing for this feature to work.

For the times you answer the overhead bell, there are a couple fairly easy options. If you have a relatively small office, you could set up a simple vectoring system. Assuming, of course, you have vectoring enabled and an announcement board. If so, the first vector would have a step to collect the number of digits for your extension numbers after playing a quick announcement like "Enter the mailbox number". So, if you have 3 digit extensions, you would collect 3 digits, 4 digit extensions, collect 4 digits, etc... Then the following steps would be a "goto vector" for each of your extension numbers. For example, something like "goto vector 10 if digits = 1234", "goto vector 11 if digits = 2345", etc... Then in each of those vectors, you would simply have a step to send the caller to that particular mailbox. It would look like "messaging skill xx for extension yyyy".

If you have a larger office, or you don't have vectoring or announcement capability, you can set up an attendant in the Intuity to accomplish the same thing. You would first create a dummy extension in the Definity that covers immediately to voicemail, and then create a matching subscriber in the Intuity and set it up as an auto-attendant. On the third page, you would enter the letter "e" under the "Extension" column, and "call-answer" under the "Treatment" column for each button row that corresponds to the first digit of your extension numbers.

In either case, the person who answered the call would hit the transfer key, dial the extension of either the VDN or the dummy extension that was set up for the auto attendant, dial the extension of the person's mailbox, and then hit transfer again. The vectoring setup has one slight benefit over the Intuity auto attendant that I have noticed. The vector begins almost immediately after dialing the VDN, while the Intuity usually takes at least one ring to answer. This saves a couple seconds each time. Otherwise, either method will work fine. These are by no means the only ways to accomplish this function, just a couple of the easy ones.