

Out of office site intercept

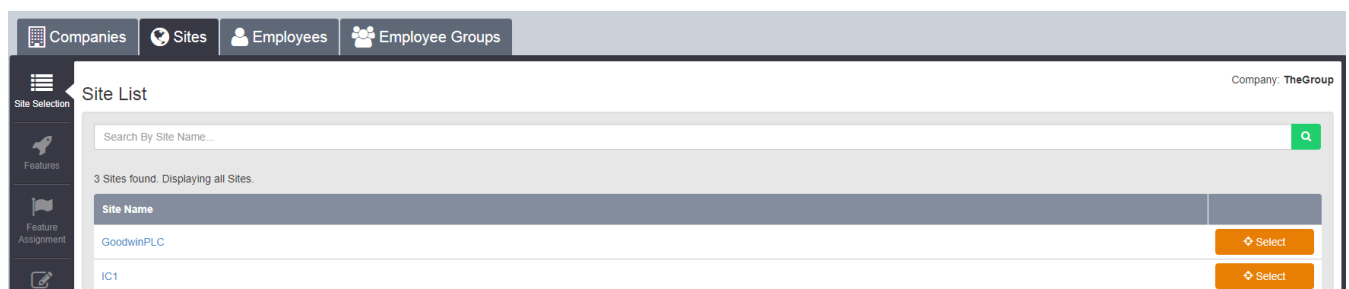
186 Keira Tait Thu, Mar 29, 2018 [IP Voice Services \(IPVS\)](#) 1700

Only enable this at the time you want it on, so if you are away at Easter, and want to set it at 5PM. You must do this before you leave at that time

First off, you need to get the correct file type. The IPVS platform accepts the file type of CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes that is no greater than 1000kb

Once you have your file, log into the business portal at <https://portal.yourservices.co.uk/businessportal> and sign in with your username/password.

When you are logged in, search for the site you wish to upload the Hold music to or just hit the search button, to show all sites in your company and select the appropriate one.



Once the site is selected, click the features tab

The screenshot shows a web application interface. At the top, there is a navigation bar with four tabs: 'Companies' (with a building icon), 'Sites' (with a globe icon), 'Employees' (with a person icon), and 'Employee Groups' (with a group of people icon). Below this, on the left, is a dark sidebar with four menu items: 'Site Selection' (with a list icon), 'Features' (with a rocket icon, circled in red), 'Feature Assignment' (with a flag icon), and 'Profile' (with a pencil icon). The main content area is titled 'Site List'. It contains a search bar labeled 'Search By Site Name...'. Below the search bar, it says '3 Sites found. Displaying all Sites.' There is a table with the following data:

Site Name
GoodwinPLC
IC1

You are then looking for "site intercept", select configure.

The screenshot shows a configuration bar. On the left, it says 'Site Intercept' with an information icon. On the right, there is an orange button with a wrench icon and the text 'Configure', which is circled in red.

You want to turn on site intercept, and select use personal announcement if you have your own Audio file, this will present callers with the Audio file who call.

If you do not use the personal announcement, it will simply do nothing with the call.

Online URL: <https://kb2.ic.uk/article.php?id=186>