Call Pickup Groups

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Description

The Call Pickup feature allows users to answer any ringing call within their Call-Pickup Group. A Call-Pickup Group is set up by the Group or Company Administrator. This group is defined as a subset of the Users in the Site that can pick up each other's calls. Each Site can have multiple Call-Pickup Groups but any User can only be a member of a single Call Pick-Up Group.

Call Pick Up Group is a site level feature Please refer to the Site Features Guide for a full description.

Function

Call Pickup will allow users to answers other people's calls when they are busy or unavailable.

Configuration/Operation

The feature is controlled by use of site level Feature Access Codes. By default, the code is as follows

- *98 Call Pickup

This feature will pick-up the longest ringing call if there is more than 1 call. If a User wants to pick up a specific users phone that is ringing then they will need to use the Directed Call Pickup feature.

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