

User Intercept

350 Mark Simcoe Mon, Feb 15, 2021 [User Features](#) 964

User Intercept

Description

Allows a user's phone number to be taken out of service while providing callers with informative Announcements and alternative routing options.

Function

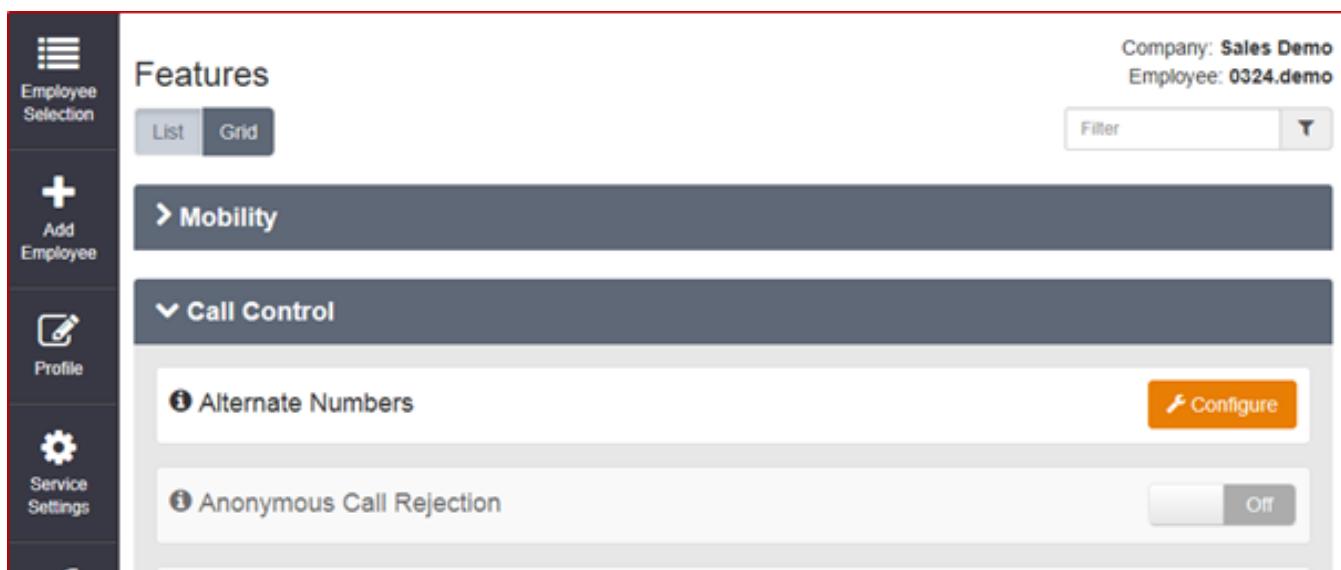
This is useful for an administrator to use when an employee has left the company and you want to ensure you do not lose the calls.

For SIPT users this feature will not work for internal calls between PBX users that do not pass through the WHC platform.

Configuration/Operation

In the Business Portal, navigate to:

- Employees > Features > Call Control > User Intercept



The screenshot shows the Business Portal's Features page. On the left is a vertical sidebar with icons for Employee Selection, Add Employee, Profile, and Service Settings. The main area has a header 'Features' with 'List' and 'Grid' buttons, and a 'Filter' search bar. A top navigation bar shows 'Company: Sales Demo' and 'Employee: 0324.demo'. The 'Call Control' section is expanded, showing two options: 'Alternate Numbers' with a 'Configure' button and 'Anonymous Call Rejection' with a toggle switch set to 'Off'.

The screenshot shows a mobile application interface. On the left is a dark sidebar with three items: 'Time Schedule', 'User Intercept', and 'Contacts'. The 'User Intercept' item is highlighted with a red border. On the right is a main content area with a light gray background. The 'User Intercept' section contains several configuration options: 'Intercept All Incoming Calls' (checked), 'Play New Phone Number' (checked), 'New Phone Number' (set to '01234 567890'), 'Transfer On '0'' (unchecked), 'Transfer On '0' To' (set to 'Telephone Number'), 'Use Personal Announcement' (unchecked), and an 'Upload Personal Announcement' field with a 'Browse...' button. At the bottom are two buttons: an orange 'Cancel' button and a green 'Save' button.

- Select 'Configure'

The screenshot shows the 'User Intercept' configuration screen. It includes the following settings:

- Intercept All Incoming Calls
- Play New Phone Number (value: 01234 567890)
- Transfer On '0'
- Use Personal Announcement

There is also a 'Upload Personal Announcement' field with a 'Browse...' button, and a note: 'File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.' At the bottom are 'Cancel' and 'Save' buttons.

- Intercept All Incoming Calls
 - This Enables User Intercept
- Play New Telephone Number
 - The system will play an announcement containing the phone number configured
- Transfer On '0'
 - Select to allow a caller the option of being transferred to a new number, such as a switchboard operator.
 - Configure the number you wish to transfer the incoming call too.
- Use Personal Announcement
 - Select and upload a personal announcement rather than using the system

default.

Online URL: <https://kb2.ic.uk/article.php?id=350>