

User Intercept

350 Mark Simcoe Mon, Feb 15, 2021 [User Features](#) 1129

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

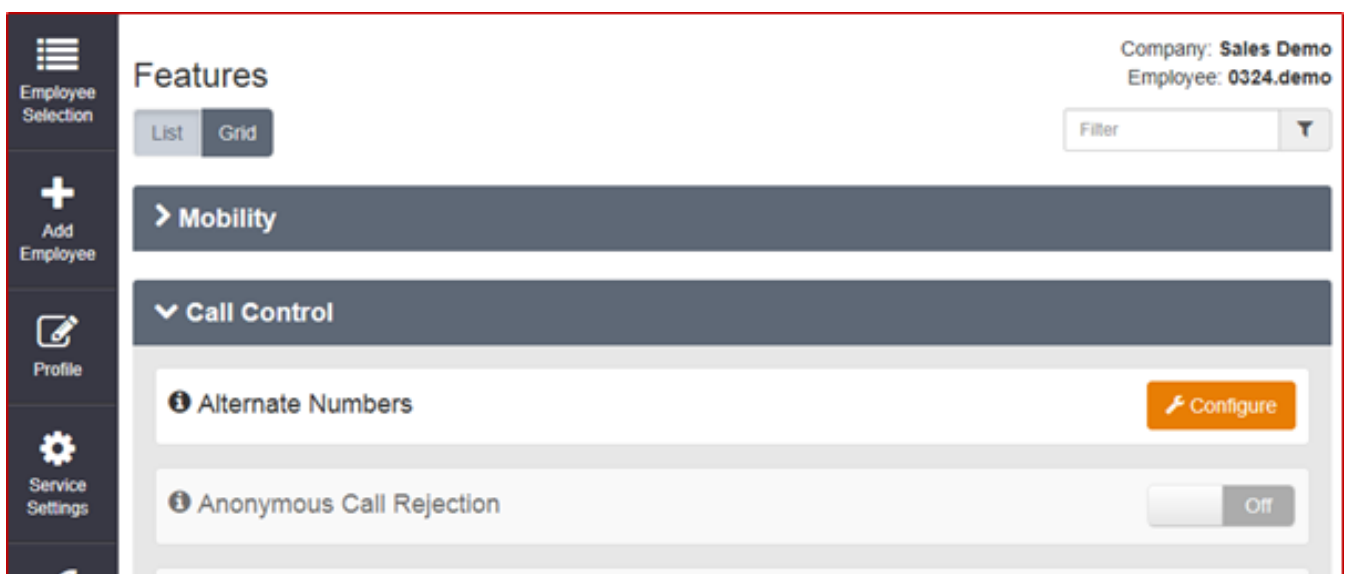
This is useful for an administrator to use when an employee has left the company and you want to ensure you do not lose the calls.

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





- Select 'Configure'

A screenshot of the 'User Intercept' configuration page. The page title is 'Employee Features / User Intercept'. The main heading is 'User Intercept'. There are four main sections: 1. 'Intercept All Incoming Calls' with a checked checkbox. 2. 'Play New Phone Number' with a checked checkbox and a text input field containing '01234 567890'. 3. 'Transfer On '0'' with an unchecked checkbox and a text input field containing 'Telephone Number'. 4. 'Use Personal Announcement' with an unchecked checkbox and a file upload area with a 'Browse...' button. Below the file upload area, it says 'File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.' At the bottom, there are two buttons: 'Cancel' (orange) and 'Save' (green).

- 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>