

Trunk Group Plus

Trunk Group Plus is an Enhanced Group Feature Add-On available to all IPVS Service Offerings. It adds advanced call forwarding functions and other enhanced features to new or existing SIP Trunking deployments when applied to the selected Trunk Group via the Business Portal.

Trunk Group Plus – Features

- Alternate Numbers
- Call Forwarding Busy
- Call Forwarding Always
- Call Forwarding Selective
- Selective Call Acceptance
- Selective Call Rejection
- Do Not Disturb

Feature Name	Details
<input type="checkbox"/> Do Not Disturb	
Apply	
Feature	Description
Alternate Numbers	Specify the alternate numbers that are used with your phone service.
Call Forwarding	Create call forwarding rules for Always and Busy situations, depending on which features are available in this feature package.
Call Forwarding Selective	Allows you to forward specific calls matching a predefined rule to a different phone number.
Calling Plans	Prevent specific employees, departments, or the site from making incoming calls of a specified type.
Do Not Disturb	Do Not Disturb
Selective Call Acceptance	Create rules that will allow certain incoming calls.
Selective Call Rejection	Create rules that will block certain incoming calls.
Voice Portal	Voice Portal allows you to set a Personalized Name (upload a WAV file to use as your name for Auto Attendant and Voice Message auto-login option).

Trunk Group Plus – Deployment Scenarios

The enhanced functionality allows greater flexibility in how SIP Trunking can be deployed and managed.

Forwarding a Trunk Group can be done from any location with internet access. You do not have to attend site, or in the case of a customer administering these features themselves, they do not have to be in their offices.

Alternate Numbers

Allows a single Trunk Group to accept incoming calls from up to 10 other incoming numbers not already assigned to a user or feature.

Reduces complexity and costs where the same group of users will be answering the incoming calls the same way for different public numbers. Calls to the Alternate Numbers will be seen in CDRs.

This feature is not to be confused with SIP Trunk Users that can have their own individual Direct Dial Number and IPVS features.

New Alternate Number

Alternate Number:

Extension:

Ring Pattern:

Call Forwarding Busy

During high call volume periods when all Users are busy, calls can be forwarded to another destination.

Smaller SIP Trunking Deployments with less capacity can be deployed as your callers can be forwarded to other users or to features such as an Auto Attendant or another Trunk Group instead of hearing busy tone.

Users have greater flexibility to make outbound calls as required, without being concerned that their inbound callers will hear busy tone.

BUSY SETTINGS

Forward calls when line is busy

*Forward To Number/SIP URI:

Call Forwarding Always

Useful for Disaster Recovery solutions.

The Reseller or a Group Administrator can access the Business Portal to divert the Trunk Group to another number and/or location if the office is inaccessible to employees, (weather, traffic, building closures etc), seamlessly maintaining service.

ALWAYS SETTINGS

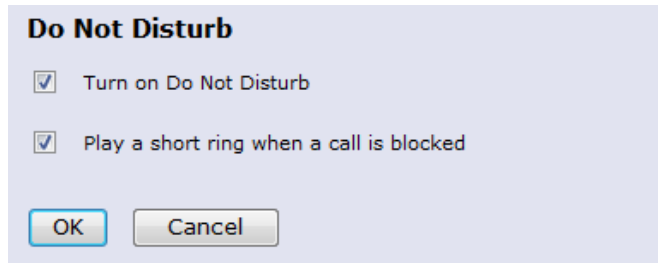
Always forward calls

Play ring reminder when a call is forwarded

*Forward To Number/SIP URI:

Do Not Disturb

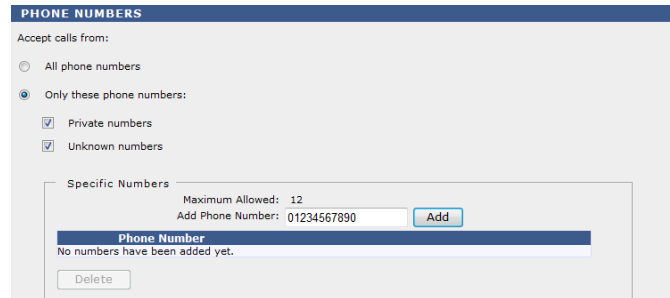
Do Not Disturb can be set on the selected Trunk Group. This feature will block inbound calls and play busy tone back to the inbound caller.



Do Not Disturb

Turn on Do Not Disturb

Play a short ring when a call is blocked



PHONE NUMBERS

Accept calls from:

All phone numbers

Only these phone numbers:

Private numbers

Unknown numbers

Specific Numbers

Maximum Allowed: 12

Add Phone Number: 01234567890

Phone Number


No numbers have been added yet.

Call Forwarding Selective

Allows granular call forwarding based on Time Schedules and incoming CLI. Forward VIPs based on their incoming CLI to another destination.

Forward calls based on a Time Schedule to another destination or directly to a user's voicemail box. Useful for managing out of hours calls by sending calls to on-call personnel or Voicemail.

Combine CLI and Time Schedules to create granular rules to call forward specific callers to specific destinations at specific times of day.



Call Forwarding Selective

SETTINGS

* Default Forward To Number/SIP URI: 01234567890

Play a short ring when a call is forwarded

Rules

On	Rule Description	Time Schedule
<input checked="" type="checkbox"/>	Forwarding Rule	Group (Site)

Selective Call Acceptance

Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Acceptance determines which incoming numbers are allowed to call the Trunk Group. Only numbers in the list will be allowed through to the Trunk Group. Callers from all other numbers will be presented with a system announcement informing them that the number they are trying to reach is not accepting calls.

A Time Schedule can be applied to only accept calls during certain time periods. Combine CLI and Time Schedules to create granular rules to allow specific callers to call the Trunk Group only at specific times of day. This allows a Trunk Group to be set up specifically to handle calls from existing customers and/or VIP customers only. It can help to guarantee service levels to these specific groups of callers.

Selective Call Rejection

Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Rejection performs a call screen function that determines which incoming numbers are not allowed to call the Trunk Group.

Prevent Users from receiving nuisance calls from known numbers ensuring that they are available for your new and current customers. Numbers in the list will not be delivered to the Trunk Group. Callers will be presented with a system announcement informing them that the number they are trying to reach is not accepting calls.

A Time Schedule can be applied to only reject calls during certain time periods. Combine CLI and Time Schedules to create granular rules to restrict specific callers from calling the Trunk Group at specific times of day allowing your more important callers through.



PHONE NUMBERS

Reject calls from:

All phone numbers

Only these phone numbers:

Private numbers

Unknown numbers

Specific Numbers

Maximum Allowed: 12

Add Phone Number:

Phone Number

No numbers have been added yet.

Availability

The Trunk Group Plus Feature Package is available to all IPVS Service Offerings. If this is not available to your Service Offering please raise a severity 4 (Informational) Support Ticket. Please see supporting documentation available from the IPVS Support Centre.

Existing Customers will need to be re-subscribed in order for new Feature Packages to become available to them. For instructions on how to re-subscribe a customer visit the IPVS Support Centre > Knowledgebase > Applying Feature Packages Changes.