



WEB PORTAL CALL LATER
FUNCTIONS & REDIRECTING A CALL
Tutorial Eight

The purpose of this module is to introduce you to the Call Later functions and Redirecting a Call in conjunction with the Voice Assistant.

CALL LATER USING THE VOICE ASSISTANT

When a call comes in and you are using the Voice Assistant, the Incoming Call dialog box pops up.

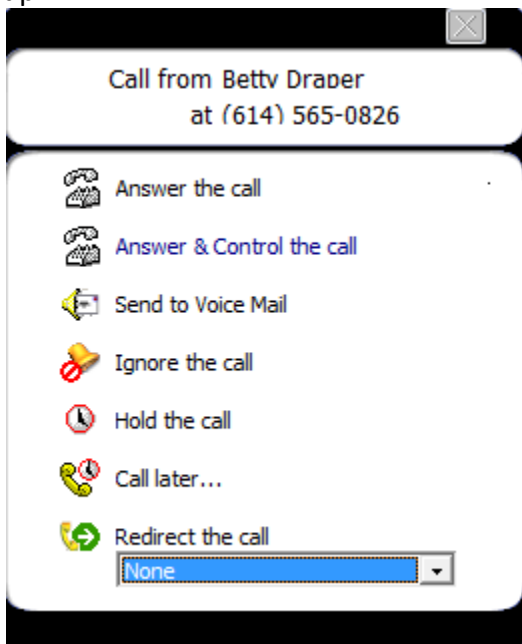


Figure 1 – Call Later function


<Click> on  Call later... . The call is immediately sent to your Do Not Disturb (DnD) destination (Voice Mail) and the caller hears a message stating that you are in DnD mode or your customized DnD message. You can record a customized DnD message by calling your voice mail and following the prompts within your voice mail to record a personal greeting for the DnD greeting. You are presented with a Call Later dialog box, shown below.



Figure 2 - Voice Assistant Call Later Dialog

The name and number of the caller (if shown in Caller ID) are displayed. You can modify the name or number shown.

<Click> the radio buttons to choose one of the following options:

- Call Now - redials the caller immediately
- Call in - use the choose list to specify how many minutes in the future you want to be reminded to call this person. You can type in this field, or use the up and down arrows to scroll to the desired number of minutes.

<Click> OK to set up the call.

The information for the call will be added to your Call Later list (see "Call Later").

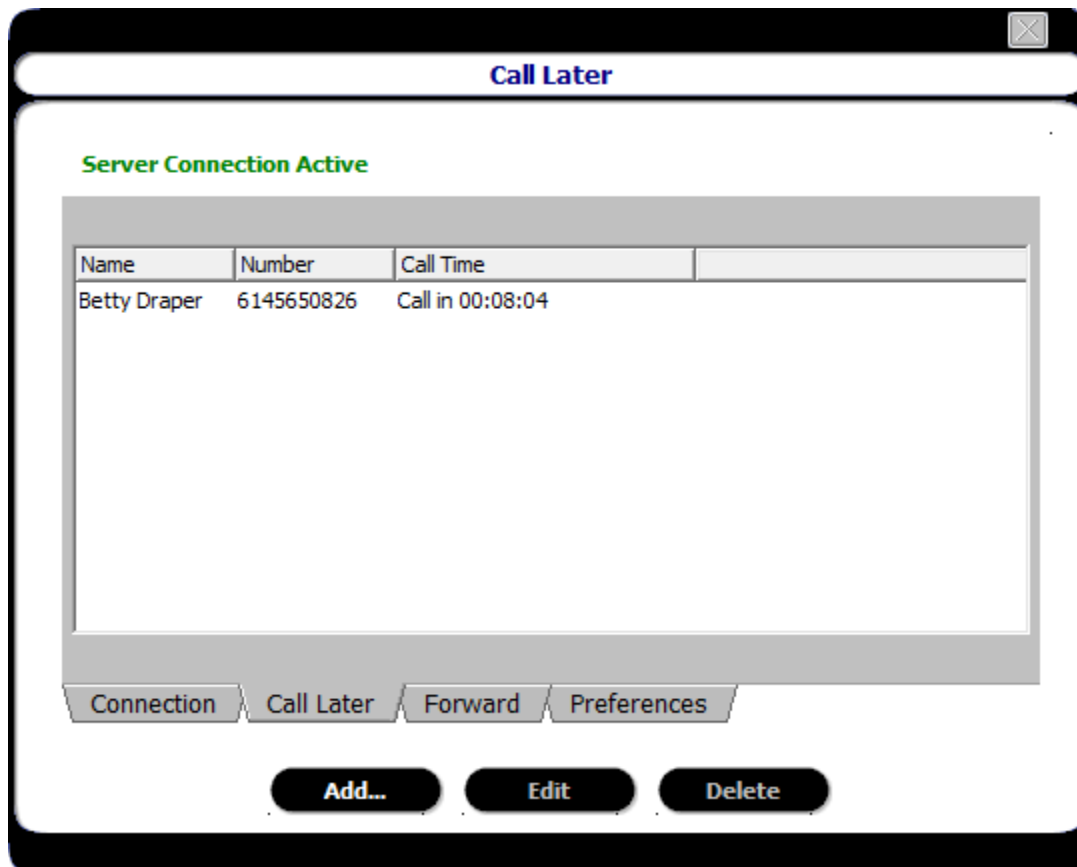


Figure 3- Call Later List

If you set the call for later, and after the specified amount of time has elapsed, you will receive a Call Later Reminder pop-up shown below:

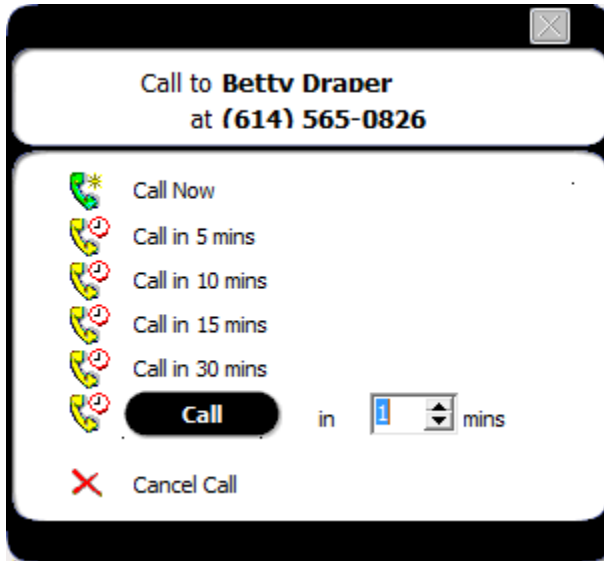


Figure 4 - Voice Assistant Call Later Reminder Dialog

On this dialog box you can:

- Reset the amount of time to wait before making the call;
- Call immediately;
- Cancel the call. Canceling the call deletes the entry from the Call Later List.

You can also create a Call Later List by opening the Voice Assistant window;

- <Select> Options
- Call Later List

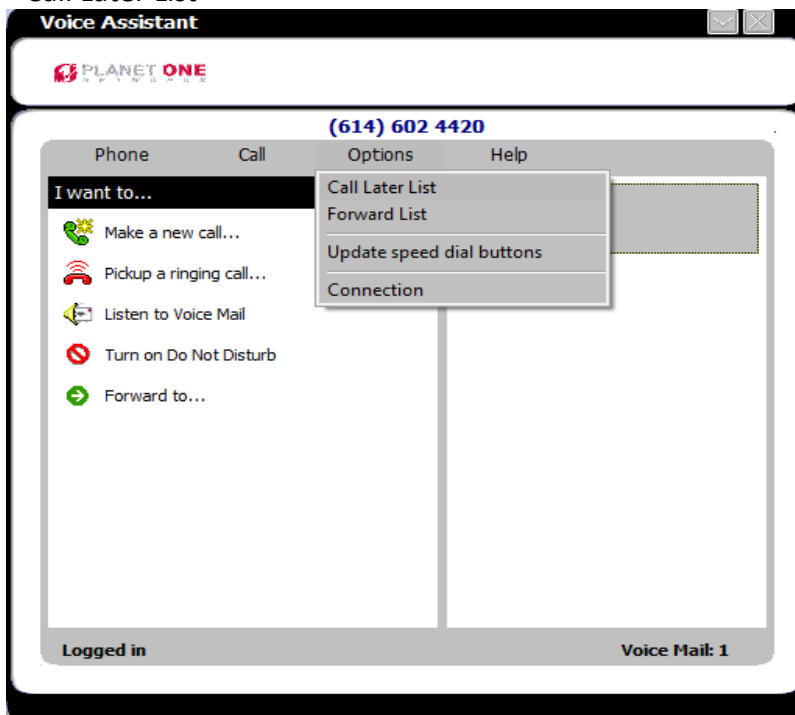


Figure 5 – Options Call Later List

When you pull up the Call Later List from the Options menu you can add new entries to the list, edit or remove any existing entries. The list shows the active countdown to the time that you have scheduled the call to be made. When the timer expires, you will see a Call Later Reminder pop-up that will allow you to reschedule, cancel or make the call.

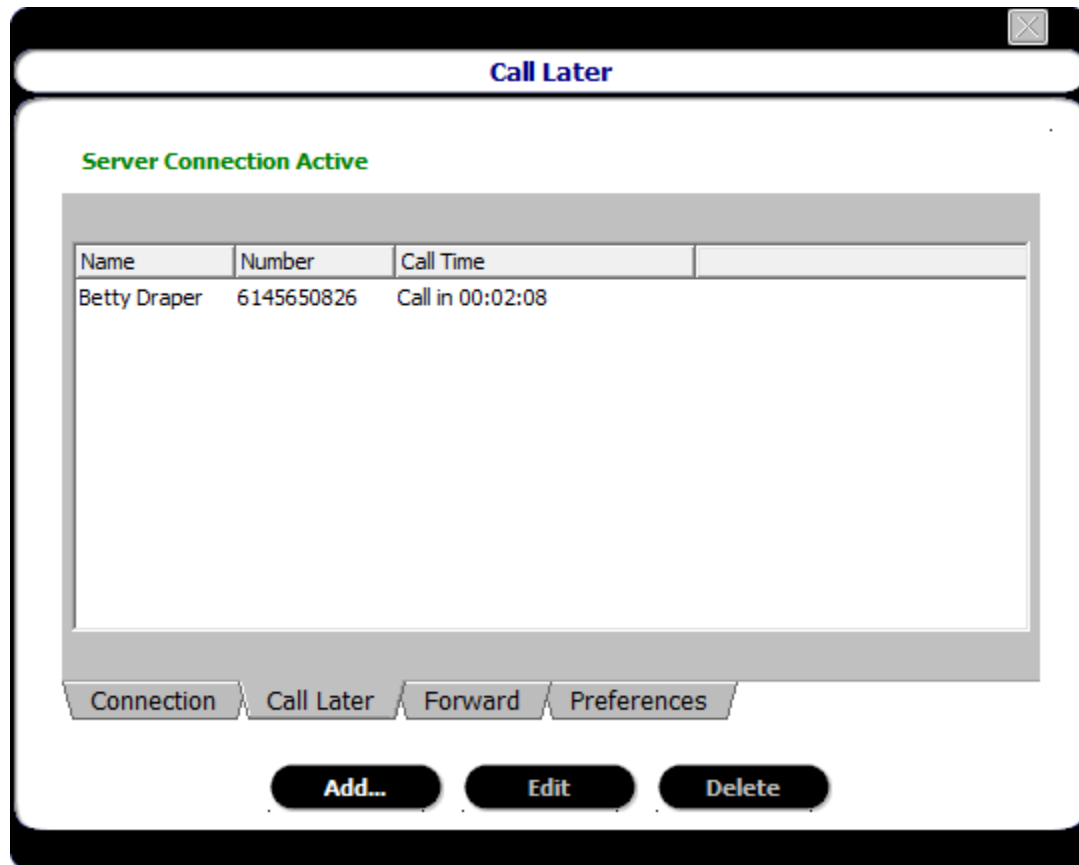


Figure 6 – Call Later List (Add – Edit – Delete)

CREATING A REDIRECT (FORWARD LIST)

When a call comes in and you are using the Voice Assistant, the Incoming Call dialog pops up. At the bottom of the list of functions you can perform, there is a link to Redirect the call. This link has a pull-down list associated with it. You cannot type a number into the text box. The list can only be populated by creating a Redirect (Forward) list.

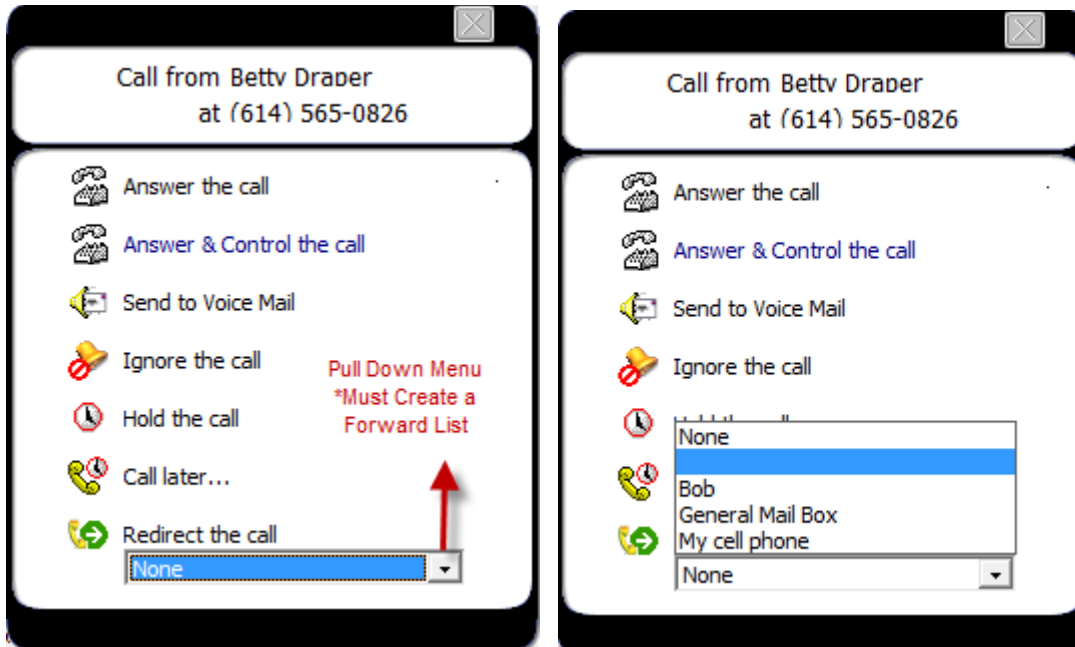


Figure 8 – Redirect Lists

NOTE: The Redirect list is NOT the same as Forwarding a call. When you redirect a call you are transferring an incoming call to another phone without answering it by clicking on the pull-down list and selecting a name of the person to transfer to. Call forwarding is when you enter a number or set a default action where all incoming call to your phone will be forwarded. For more information review Planet One Networks Tutorial Three: Web Portal Voice Assistant.

When a call comes in while you are using Voice Assistant, the Incoming Call dialog will pop up (Figure 8) At the bottom of the dialog, there is a link to Redirect the call. You can transfer the incoming call to another phone without answering it by clicking on the pull-down list and selecting the name of the person you want to transfer the call to. You cannot type a number into the text field. This pull-down list can only be populated by creating a Redirect List.

To create a Redirect (Forward) List:

Bring up the Voice Assistant window

<Click> on the Options menu.

<Select> Forward List

<Click> the Add button at the bottom of the screen to add an entry in the list.

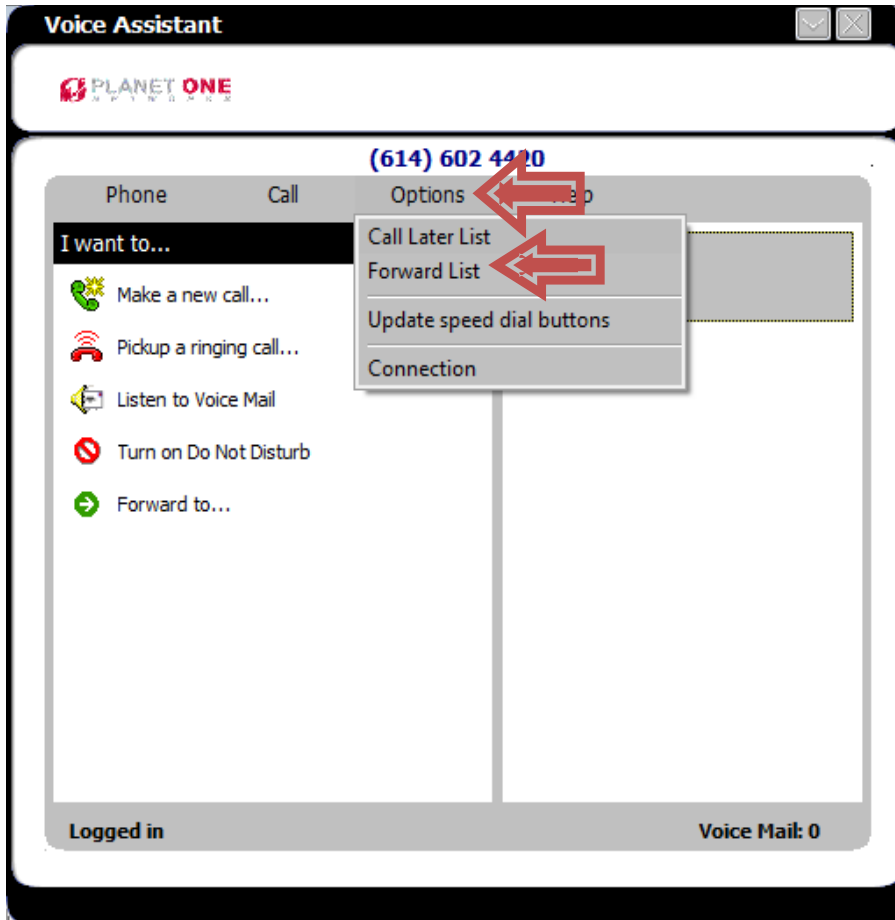


Figure 8- Options; Call Forward

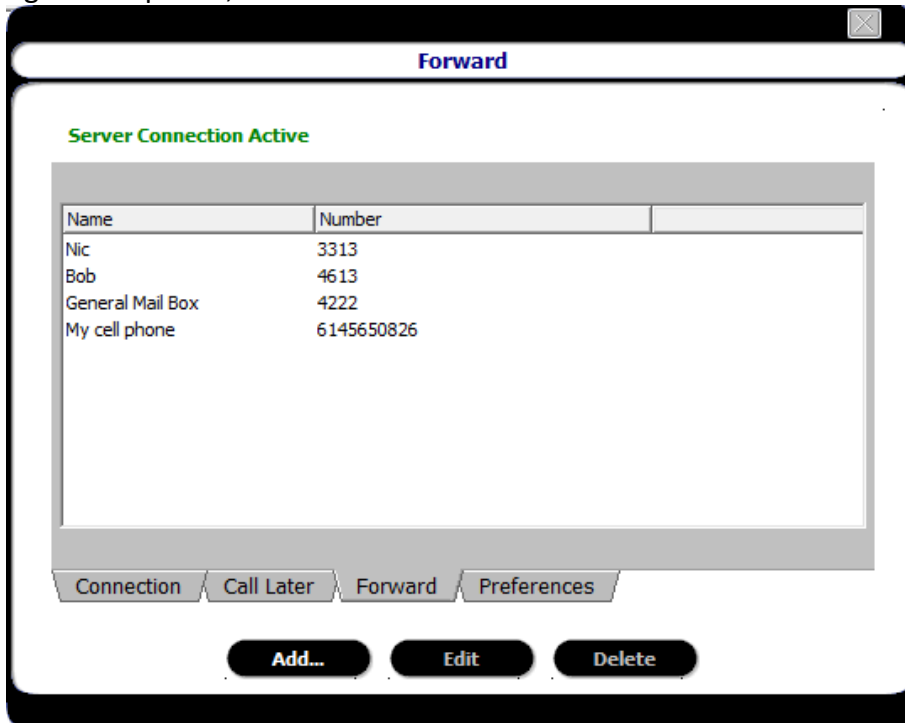


Figure 9 – Forward List

In the pop-up dialog that appears, you MUST enter a name and a phone number.



Forward Number

Name:
James Sloan

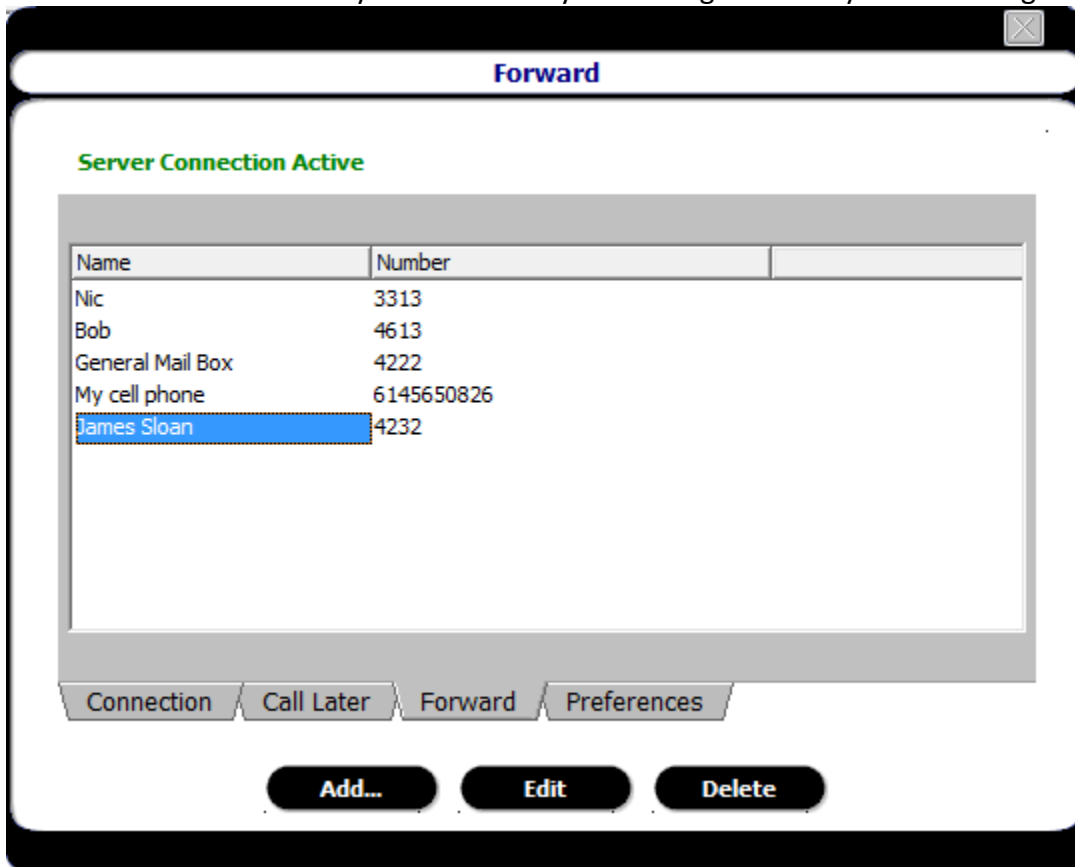
Number:
4232

OK

Figure 9 - Forward Redirect number

You can edit existing entries in the list, if there are any, by highlighting <Selecting> the entry in the list, and <Clicking> Edit.

You can also delete an entry from the list by <Selecting> the entry and <Clicking> Delete button.



Forward

Server Connection Active

| Name | Number |
|------------------|------------|
| Nic | 3313 |
| Bob | 4613 |
| General Mail Box | 4222 |
| My cell phone | 6145650826 |
| James Sloan | 4232 |

Connection Call Later Forward Preferences

Add... Edit Delete

Figure 10 – Forward List – Add – Edit - Delete

Once you have created an entry in this list, when the Incoming Call dialog pops up, you will be able to use the pull-down list to select the destination for the call.

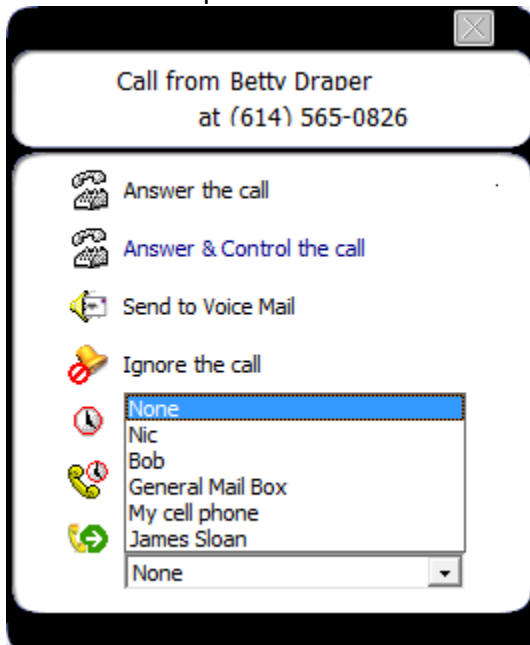


Figure 11 – Redirect the call

<Click> The drop down arrow and you will see your forward list.

Preferences

These preferences are already pre-set for you and confirm choices before you actually, exit the application, delete a call entry or delete a forward entry.

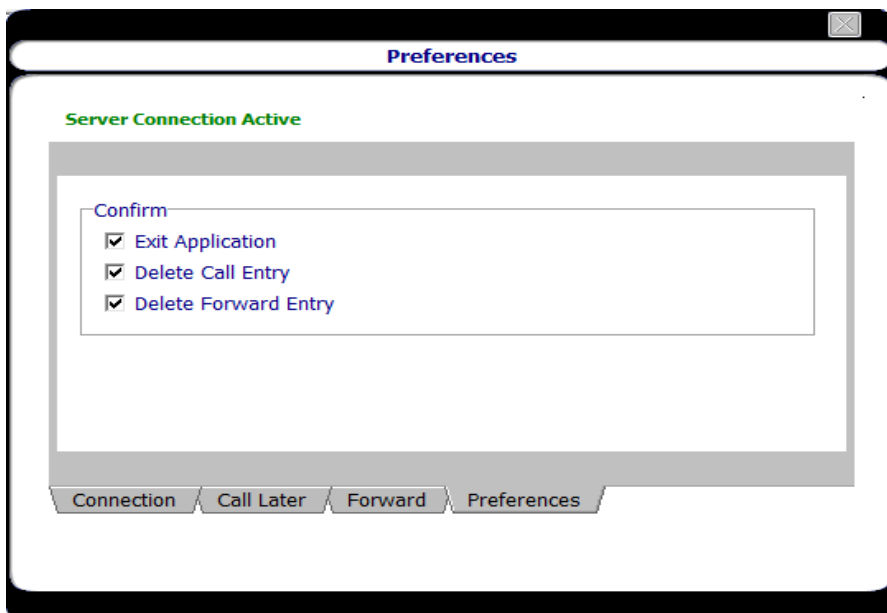


Figure 12 – Preferences –

Connection

This window shows your connection to the Server is active, if it is not active you can <Click> Reconnect and your connection will be refreshed.

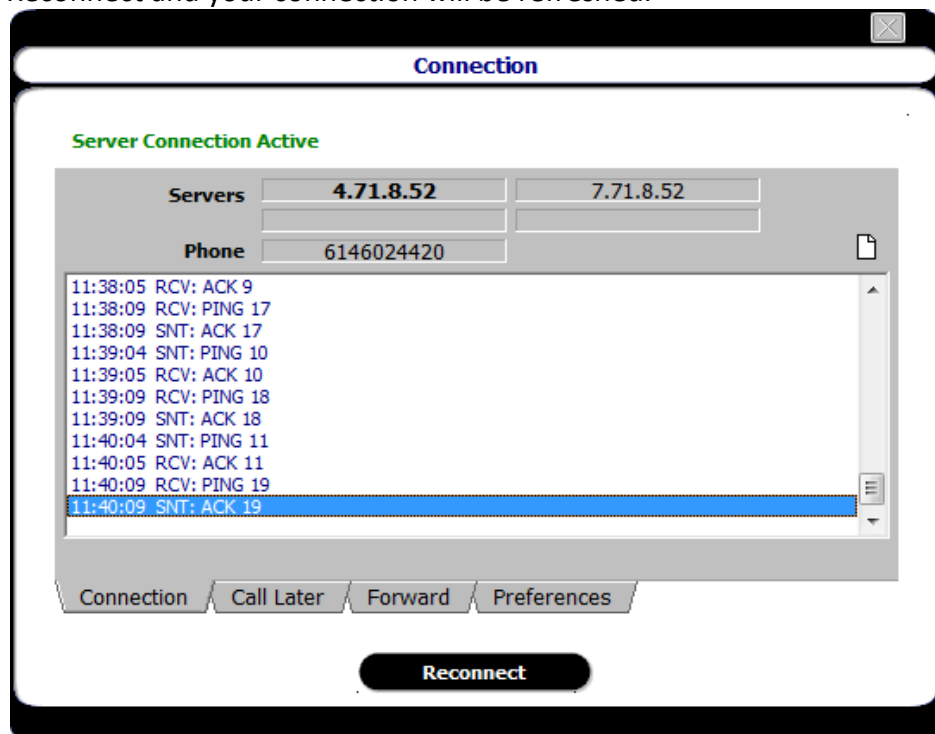


Figure 13 – Connection to the Server