

Feature Overview

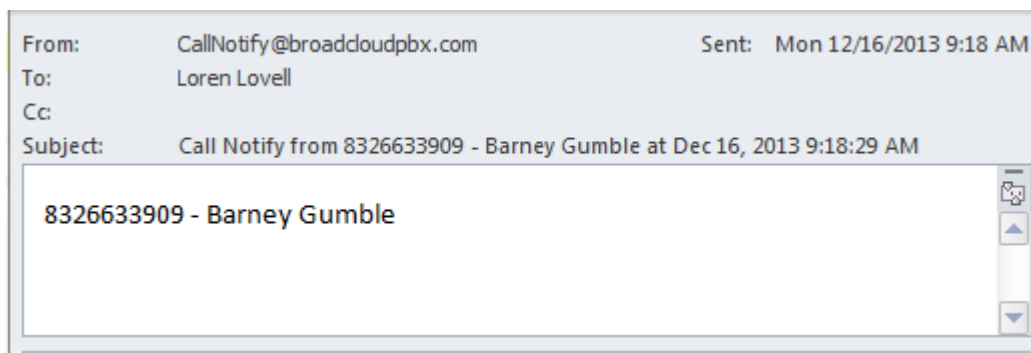
Call Notify is a BroadCloud PBX feature which provides an email notification to a user when they receive a phone call meeting specific defined criteria. The criteria for each Call Notify entry can be calls from any number or be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for the e-mail to be sent. A valid e-mail address must be entered first before Call Notify can be used.

Feature Prerequisites/Restrictions

- Only one e-mail address can be entered for a user's Call Notify service. If there is a need to notify multiple addresses for a specific user, the entered e-mail address must be a distribution list managed by the customer.
- After an e-mail address is entered for a user's Call Notify service, it cannot be deleted. It can be overwritten with a new address.
- The from address (CallNotify@broadcloudpbx.com) for the outgoing e-mail for Call Notify is system-wide and cannot be branded for a specific Service Provider or Enterprise. The e-mail address used as the "from" address does not translate to an actual e-mail mailbox. Any replies to the address will result in an undeliverable message response to the sender.
- The Call Notify feature has the following interaction/precedence with other features:
 - Alternate Numbers - Call Notify applies to all alternate numbers for a user.
 - Hunt Group - When a call to a Hunt Group is presented to a user in the Hunt Group, the user's Call Notify service is inhibited. This means that any Call Notify settings for the user are not applied to call to a user from a Hunt Group.
 - Call Center - When a call to a Call Center is presented to a user in the Call Center, the user's Call Notify service is inhibited. This means that any Call Notify settings for the user are not applied to an incoming call from a Call Center.
 - Call Park/Retrieve - Call Notify does not send a notification e-mail when a recall occurs.
 - Call Waiting - Call Notify applies to waiting calls for a user.
 - Directed Call Pick-up/Directed Call Pick-up with Barge-in - Call Notify does not report when a user uses these features to pick-up calls.
 - Do Not Disturb - Call Notify reports incoming calls when Do Not Disturb is active.

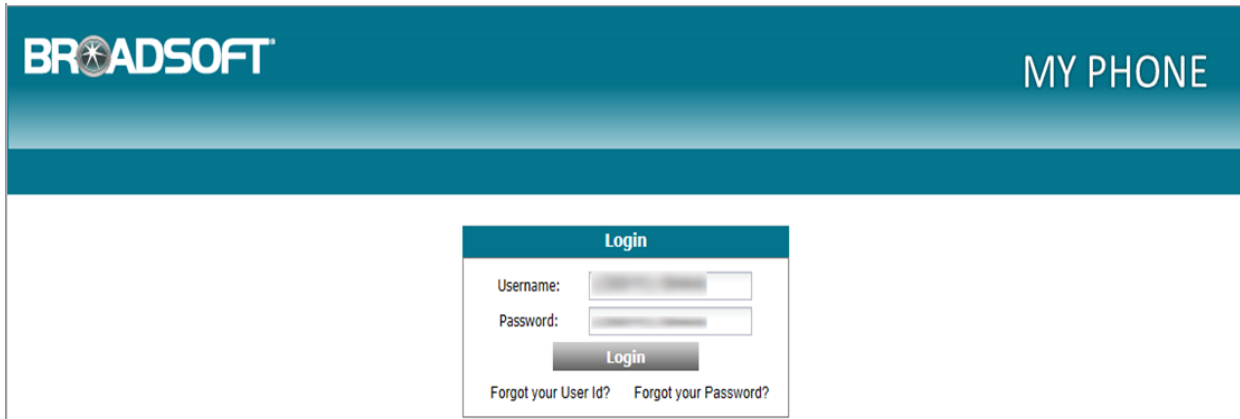
Feature Operation

Once configured, the user will receive an email in the following format when they receive a call matching their configured criteria.



Feature Setup

Step 1. Log in to My Phone



Step 2. Go to the My Rules tab



Step 3. Add a Call Notify Rule

1 Select "My Rules" tab

2 Enter an email address where Call Notify emails will be sent and hit "Save"

3 Select "Call Notify" from the drop down list

4 Hit the "+" button to add a rule.

1 Enter a Rule name

2 Select a business hours time schedule

3 Select a holiday hours time schedule

4 Select either "Any phone number or "Following phone numbers"

5 If "Following phone numbers" is selected, you must have at least one criteria selected: Any private number, Any unavailable number or a specific number.

6 To define a specific number, enter a telephone number in the field and hit the "+" button to add it to the list. Up to 12 numbers can be defined.

7 Hit "Save"

For additional information on setting schedules, please refer to the [My Rules QRG](#).

Call Notify

Step 4. After the rule is saved it appears in the list of rules. Go to the rule list to edit or delete the rule.

The screenshot displays the 'My Rules' page in the dpcNETWORKS interface. At the top, there is a navigation bar with tabs for Home, My Messages, My Features, My Rules (selected), My Numbers, and My Call History. On the left, there are sub-tabs for My Rules and My Schedules. The main content area features a table with the following columns: Active, Name, Type, and Options. A single rule is listed with 'Notify' as the name and 'Call Notify' as the type. Below the table, there are two settings panels: 'Selective Call Forwarding Settings' and 'Call Notify Settings'. The 'Call Notify Settings' panel includes a text input field containing 'kjones@broadsoft.com' and a 'Save' button. A callout box with a red arrow points to the 'Options' column of the table, containing the text: 'Hit - to delete the rule or + to edit the rule'.