Priority Alert

Feature Overview

Priority Alert is a user level feature in BroadCloud PBX that allows a user's phone to ring with a different cadence based on pre-defined criteria. This feature can be used as a way to quickly notify the user that a specific number is calling or when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria (i.e. phone number and day of week and time of day) for an entry must be true for the phone to ring with a different tone.
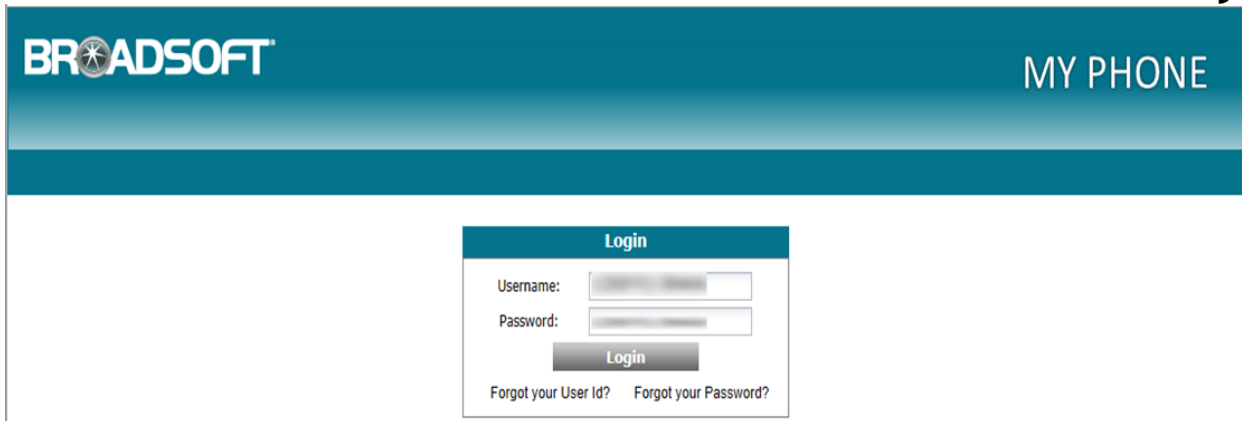
Feature Prerequisites/Restrictions

- The only ring pattern used for Priority Alert is the Bellcore-dr2 ringtone. In the Polycom endpoints, Bellcore-dr2 translates to the Medium Double Trill ring type. In the Cisco SPA 5xx endpoints, Bellcore-dr2 is one of the ring type options in the list.
- Ten digit numbers are required in the criteria settings
- Supported station types: Standard User, Premium User, Hosted Square Key, and Hosted PRI
- Feature interaction/precedence
    - Alternate Numbers – Priority Alert has precedence over the Alternate Number feature. If an incoming call meets an active Priority Alert criteria, the alert type sent to the end-point will be Bellcore-dr2.
    - Hunt Group – When a call to a Hunt Group is presented to a user in the Hunt Group, the user's Priority Alert service is inhibited. This means that any Priority Alert settings for the user are not applied to the call.
    - Call Center – When a call to a Call Center is presented to a user in the Call Center, the user's Priority Alert service is inhibited. This means that any Priority Alert settings for the user are not applied to the call. If a customer wants to have a distinctive ring for calls from the Call Center, they should use the Call Center distinctive ring settings.
    - Call Waiting – Priority Alert applies to waiting calls and applies distinctive ring per the defined criteria.
    - Remote Office – If Remote Office is enabled, the Priority Alert feature is not applied on incoming calls.
    - Shared Call Appearance – Priority Alert applies to all shared call appearance locations for the user. The shared endpoint must support the service.
    - Simultaneous Ringing/Anywhere/Mobility – Priority Alert only applies to the main endpoint and not to secondary locations.

Feature Operation

Priority alert when enabled and configured will ring the end-user phone with a distinctive ring allowing the user to know that a specific person or group of people are calling within a specified time period.
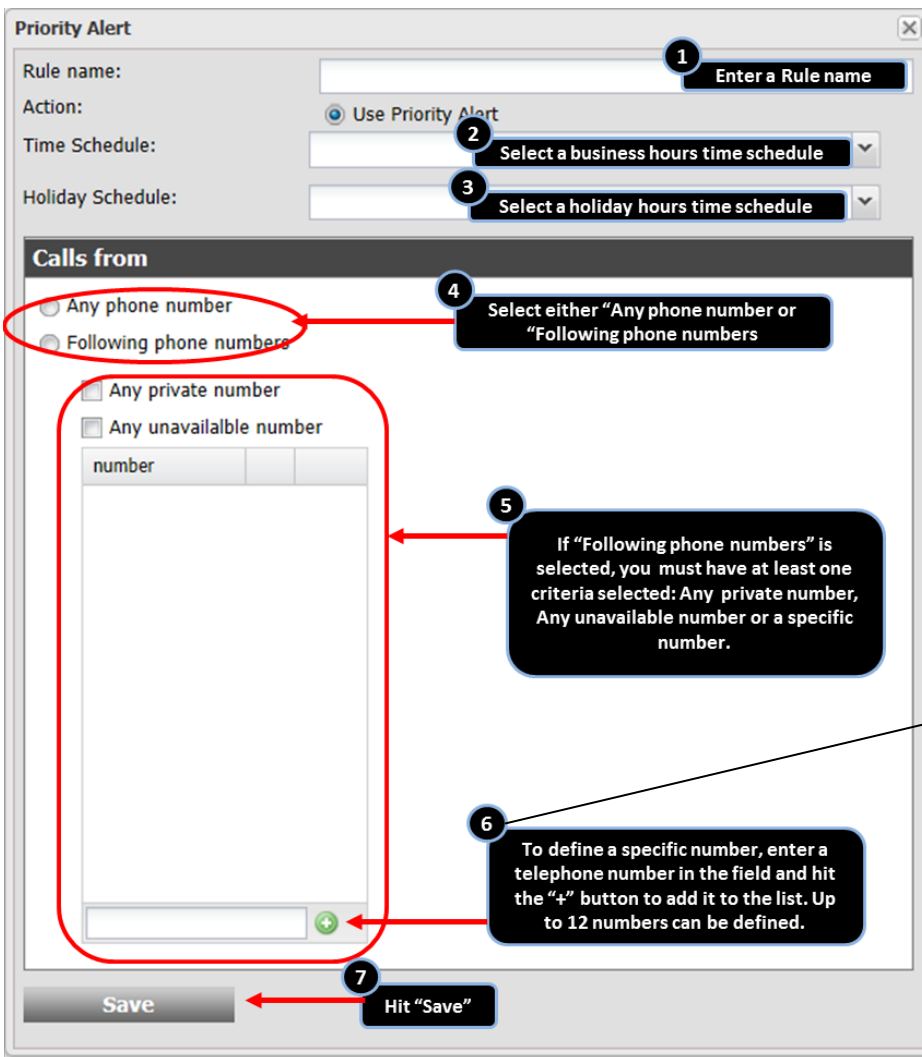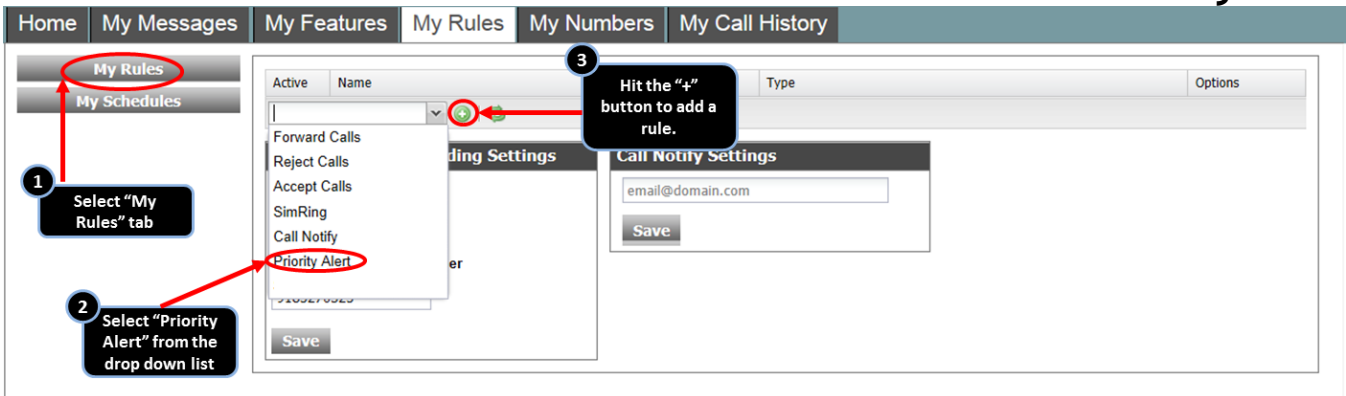
Feature Setup

Step 1. Log in to My Phone

Step 2. Go to the My Rules tab

Step 3. Add Priority Alert Rule

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| Home | My Messages | My Features | My Rules | My Numbers | My Call History |

My Rules
My Schedules

Active | Name | | Type | Options

Forward Calls
Reject Calls
Accept Calls
SimRing
Call Notify
Priority Alert

1 Select "My Rules" tab

2 Select "Priority Alert" from the drop down list

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

...ding Settings

Call Notify Settings
email@domain.com
Save

...er

9103270323

Save

Priority Alert ✕

Rule name: — **1** Enter a Rule name

Action: ◉ Use Priority Alert

Time Schedule: — **2** Select a business hours time schedule

Holiday Schedule: — **3** Select a holiday hours time schedule

Calls from

◯ Any phone number
◯ Following phone numbers

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

☐ Any private number
☐ Any unavailble number

number

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.

Save — **7** Hit "Save"

For additional information on setting schedules, please refer to the My Rules QRG.

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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.

| Home | My Messages | My Features | My Rules | My Numbers | My Call History |

My Rules

My Schedules

Active	Name	Type	Options
✓	Priority Alert	Priority Alert	⊖ 🖉

Priority Alert ▼ ⊕ | ⟳

Selective Call Forwarding Settings

☐ Active

☐ Ring Reminder

Default "forward to" number

9185270325

Save

Call Notify Settings

email@domain.com

Save

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Hit ⊖ to delete the rule or 🖉 to edit the rule