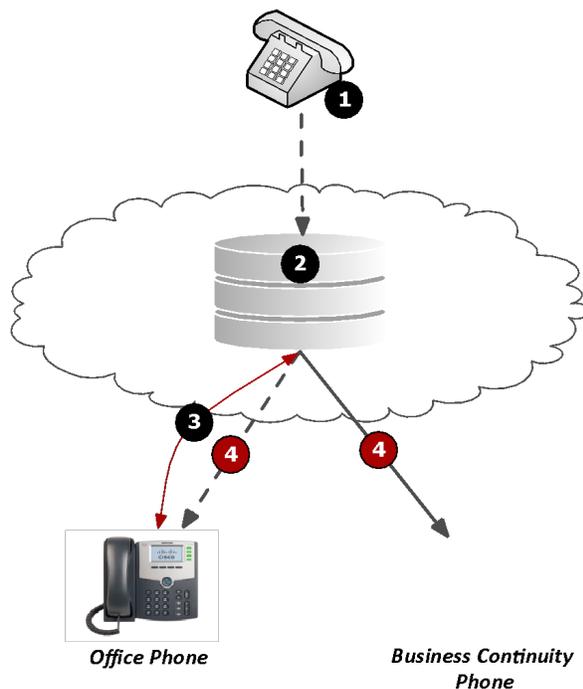


Business Continuity

Feature Overview

At times there are unforeseeable events that can cause a disruption in service - power outages, dysfunctional router issues, internet outages, or simply an individual not plugging the jack all the way into the phone. While these situations may occur, business has to continue, and your customers still need to contact you.

The Business Continuity feature alleviates some of the pain experienced with these events and insures that you can still receive calls. Business Continuity allows a user to designate a phone number for all calls to route to when there is a disruption in service.



Caller dials the number to the user's office phone

The BroadCloud PBX network receives the call and begins the routing process

The BroadCloud PBX network attempts to communicate to the phone prior to sending the call through

If the user's Office Phone responds (registers), then the call is completed as dialed. If the Office phone fails to respond for any reason, the BroadCloud PBX network automatically routes the call to the Business Continuity phone number.

Feature Prerequisites

Before the Business Continuity feature can be used the following conditions must be met:

- At least one inbound number must be available to be assigned to a user station.
- A number must be assigned to the Business Continuity station through the My Site dashboard.

Feature Setup

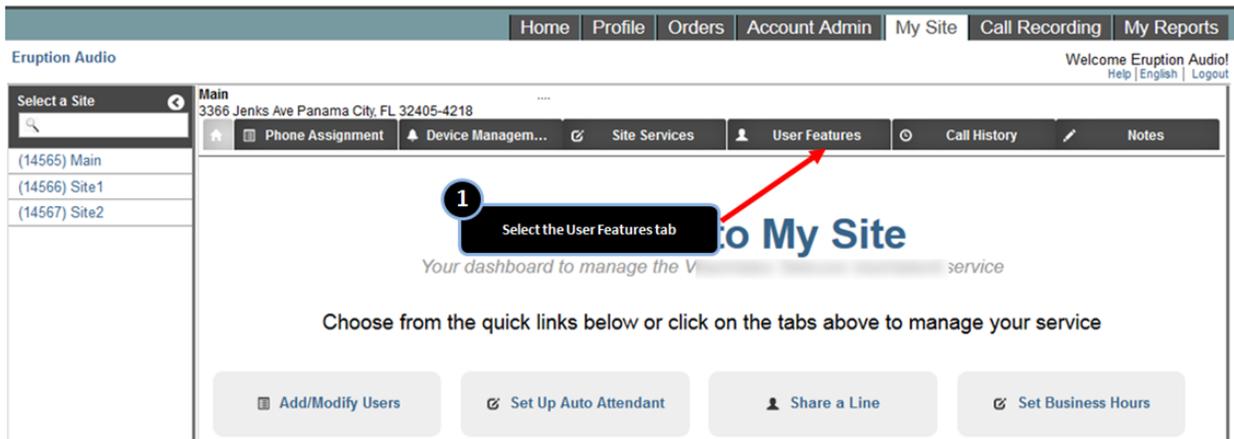
Configure as a Site Administrator

To use this service, log into to My Account, and then simply follow the steps detailed below.

Step 1. Go to My Site and Select a Site



Step 2. Select User Features and then the Sharing tab



Step 3. Select the Business Continuity button along the left hand side

Business Continuity ?

Select a row and click 'Edit' to view or assign Business Continuity for that number

Edit Print

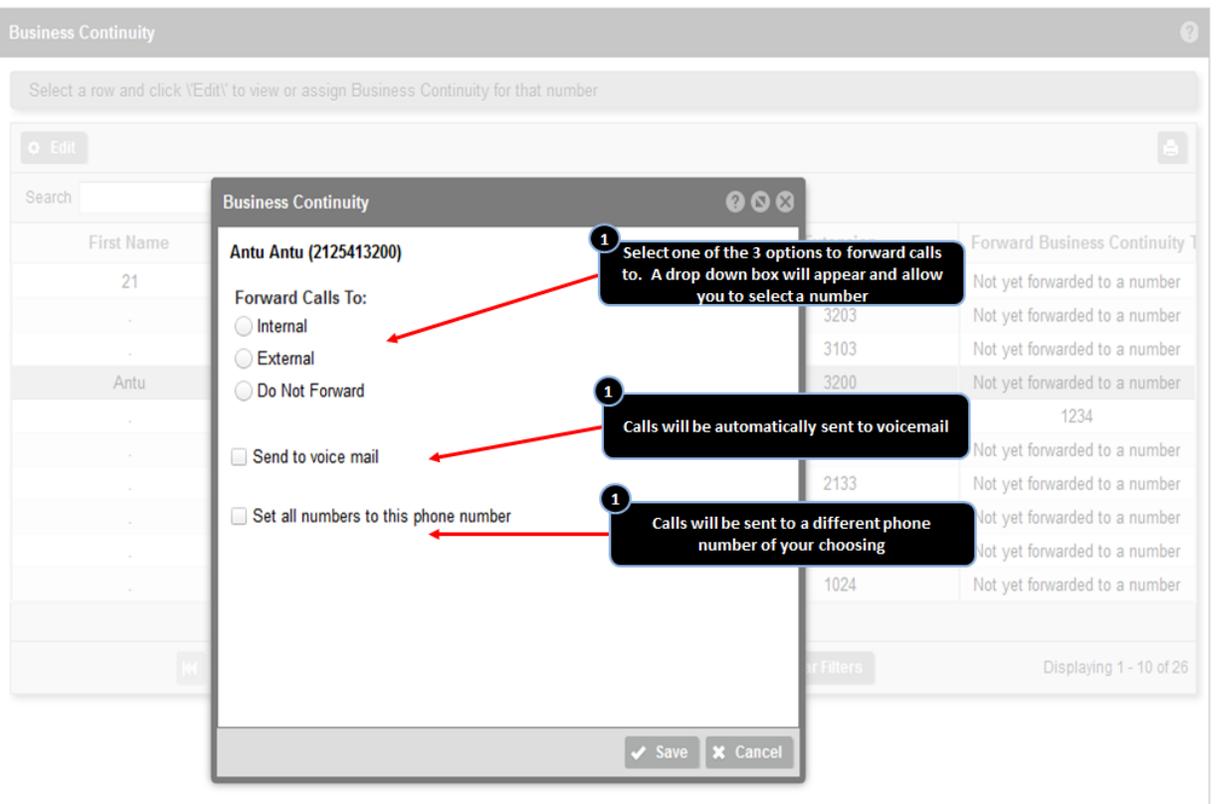
Search < >

First Name	Last Name	Phone Number	Extension	Forward Business Continuity
21	35	2123901135	1135	Not yet forwarded to a number
.	2125413203	2125413203	3203	Not yet forwarded to a number
.	2125413103	2125413103	3103	Not yet forwarded to a number
Antu	2125413200	2125413200	3200	Not yet forwarded to a number
.	2725413204	2725413204	3204	1234
.	2725413201	2725413201		Not yet forwarded to a number
.	3232122133	3232122133	2133	Not yet forwarded to a number
.	3422981035	3422981035	1035	Not yet forwarded to a number
.	3422981062	3422981062	1062	Not yet forwarded to a number
.	3422981024	3422981024	1024	Not yet forwarded to a number

⏪ ⏩ Page of 3 ⏪ ⏩ 🔄 Records per Page 🗑️ Clear Filters Displaying 1 - 10 of 26

1
 Click to Add a schedule. To Edit or Delete a schedule it must be selected first

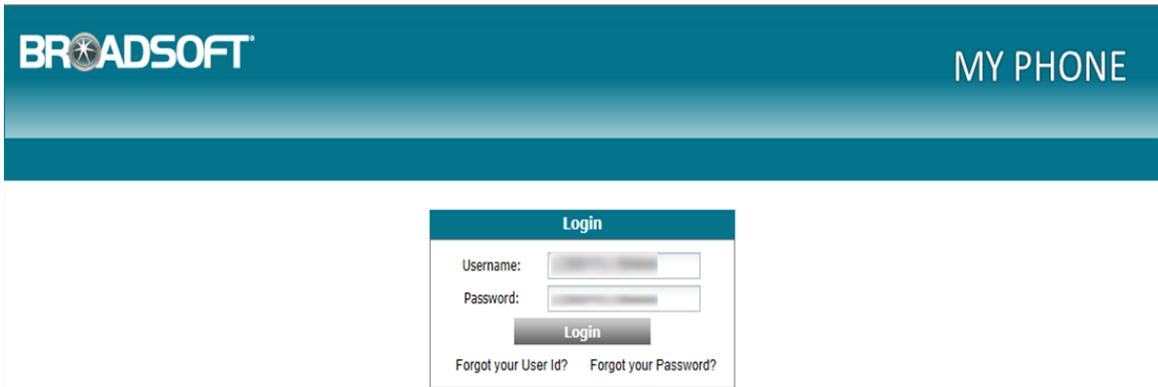
Step 4. Determine to forward numbers to an external or internal number, voicemail or other phone number



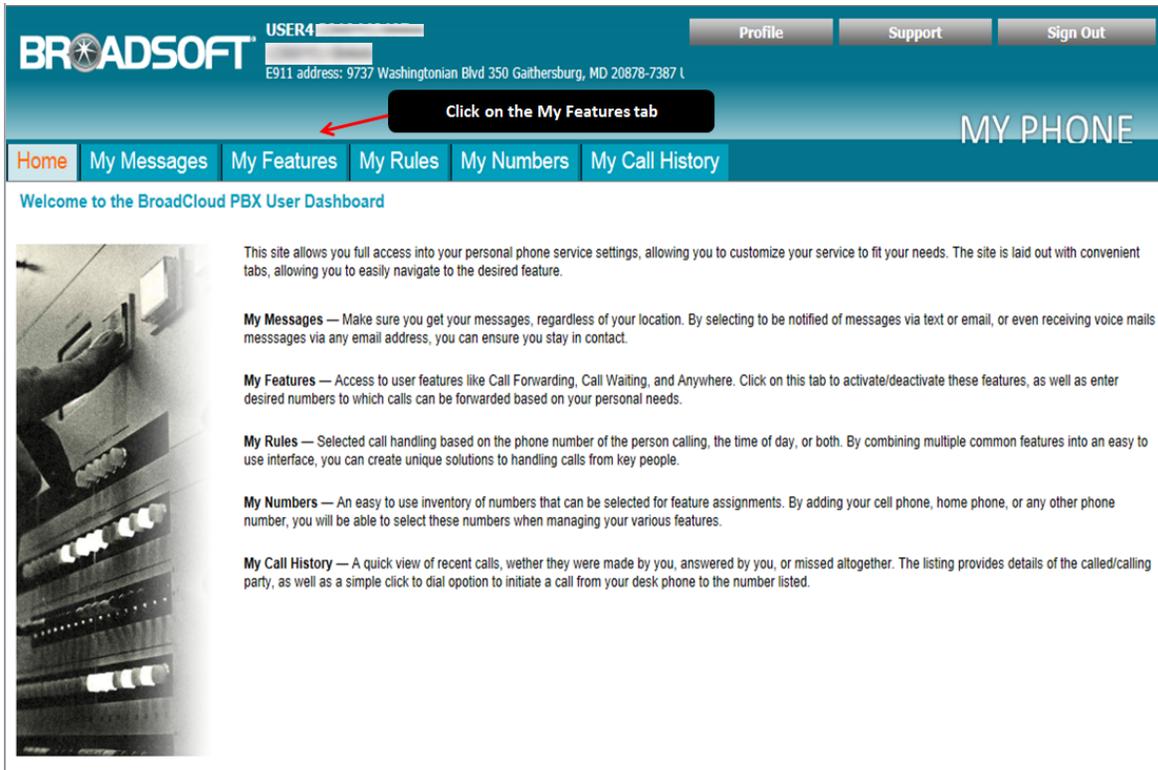
Configure as an End User

The Business Continuity feature is automatically available to all stations (Executive, Retail Line, etc...) and feature control is located in the My Phone dashboard. To configure the Business Continuity feature the user must choose an internal or enter an external number to forward calls to, a minimum of one number must be assigned by the user to enable the feature for that user. In addition, all numbers that you want to forward calls to must be entered into the My Numbers tab.

Step 1. Log in to My Phone



Step 2. Go to the My Features tab



Step 3. Go to the Business Continuity feature window

The screenshot shows the Broadsoft My Phone web interface. At the top, there is a header with the Broadsoft logo, a user ID 'USER4', and buttons for 'Profile', 'Support', and 'Sign Out'. Below the header is a navigation bar with tabs for 'Home', 'My Messages', 'My Features', 'My Rules', 'My Numbers', and 'My Call History'. The 'My Features' tab is selected. On the left side, there is a vertical menu with the following items: 'Overview', 'Forward All Calls', 'Do Not Disturb', 'Remote Office', 'Sim Ring/Anywhere', 'Forward Unanswered Calls', 'Call Waiting', 'Business Continuity', 'Reject Unidentified Callers', and 'Receptionist Soft Console'. The 'Business Continuity' item is highlighted, and a red arrow points to it from a black callout box that says 'Select the Business Continuity tab'. To the right of the menu, there is a main content area with a paragraph of text: 'Make your phone service work for you. The features below allow you to customize how your incoming calls are handled to make sure your unique needs are met. Route your calls to you wherever you may be, eliminate unnecessary calls that waste your time, and make sure calls are handled appropriately when you are at your busiest and already on a call.'

Step 4. Configure your Business Continuity settings.

BROADSOFT USER4 3019440497
3019440497
E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387

Profile Support Sign Out

Home My Messages My Features My Rules My Numbers My Call History MY PHONE

Overview
Forward All Calls
Do Not Disturb
Remote Office
Sim Ring/Anywhere
Forward Unanswered Calls
Call Waiting
Business Continuity
Reject Unidentified Callers
Receptionist Soft Console

✓ Business Continuity is enabled. If not reachable, calls will be forwarded to 5712243096

If not reachable, forward calls to 5712243096

My Cell

If your phone is not connected to the network for any reason, such as power outage, failed internet connection, wiring problem, etc, your calls can be forwarded to the number selected to insure you can still be in contact with your customers.

1 Check the box to enable the function

2 Select a number from the drop down box