Alltel SmartConnect®

CALL WAITING SERVICES

WHAT IS CALL WAITING

Call Waiting is a feature that allows the end point to be notified that when another call is attempting to contact the end point. The end point will receive a tone to signal that another call is waiting to be answered.

What services include Call Waiting?

Service Type	Available
End Point	Y
Hunt Group	Y
Call Centre	Y
IVR Multi-Tier	N

HOW DO I ACTIVATE CALL WAITING

By default each service will have the service turned on, to change the service status you can log in to Smart Connect or dial feature access code on the end point.

Smart Connect

Service Type	Locate Service
End Point	Click call control features > call waiting settings > Enable/Disable > Submit
Hunt Group	Navigate down to Allow Call Waiting on Agents > Select On/Off > Submit
Call Centre	Navigate down to Allow Call Waiting on Agents > Select On/Off > Submit

Endpoint

Service Type	Turn On	Turn Off
End Point	*43	#43
Hunt Group	NA	NA
Call Centre	NA	NA

USAGE CONDITIONS

Endpoint

If end point has call waiting disabled they will not receive another call, even if hunt group or call centre has service enabled.

Hunt Group

Depending on the selected Distribution Policy, it will change the outcome of the incoming call.

Circular/Regular/Uniform polices

- If Call Waiting is enabled, the call will be presented to end point whilst on call.

- If Call Waiting is disabled, the call will skip the end point and go to next end point.

Simultaneous

- If Call Waiting is enabled, the call will be presented to end point whilst on call. If the end point terminates their active call whilst other end points are ringing, the end point that was on call will not ring.

- If Call Waiting is disabled, the call will ignore the end point if on call. If two incoming calls are presented to the hunt group at the same time the second incoming will get a busy tone.

CALL CENTRE

The previous conditions of Hunt Group apply to Call Centre. Call Centre has one additional feature called Bounce.

If Simultaneous distribution policy has been selected with call waiting disabled, and Bounce is enabled. After x amount rings the incoming call will attempt to ring the end point.

alltel