

# Hoteling

## Overview

Hoteling enables a user's phone profile including phone number, features, and calling plan to be temporarily loaded into a shared (host) phone. It is comprised of two features: Hoteling Host and Hoteling Guest that work together to allow an administrator to designate specific phones (hosts) that users (guests) can temporarily log into and use as their own phone. When a guest logs into a host phone, their user profile is automatically transferred to the device. The host device then becomes the user's primary device while they are logged into it.

The Hoteling feature is great for companies with traveling users. Hoteling enables workers to be in a remote office but still have the functionality of their main desk phone with the same number and all of its features. It is also useful in a Call Center environment where a site may have a limited number of phones but need their employees to share their phones over multiple shifts while being able to maintain a specific profile acting as their agent identity in the Call Center. Another common use case is for users who need to temporarily occupy a conference room phone as their own.

## Feature Prerequisites

- Supported user types
  - Hoteling Host: Premium
  - Hoteling Guest: Premium
- The Hoteling Host's line should only be assigned on one device; it cannot be shared on other phones (or these users should not be using shared call appearance).
- A Host can only be occupied by one guest at a time.

## Feature Setup

1. Go to the group admin dashboard



Name	Extension	Extension	Extension
...	...	...	...
...	...	...	...
...	...	...	...