

Sequential Ring

Overview

Sequential Ring is a user-level feature that allows a user to create a list of up to 5 additional numbers (in total) to ring in a specific order when they receive an incoming call. Specific criteria must be assigned to activate the feature. The criteria for each Sequential Ring entry can be calls from any number or for 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 from the Sequential Ring service to be used.

Feature Prerequisites

- Each destination number should be entered as a 10-digit number.
- The timing for how long a destination will ring is controlled by a number of rings settings for each destination. The valid range is 2 to 20 rings.
- At least one criterion must be entered to activate the feature. The default recommended criterion is From Any Phone Number with an Every Day All Day schedule.

Sequential Ring has the following interaction/precedence with other features:

- **Alternate Numbers** – Sequential Ring can be used with Alternate Numbers and applies to all alternate numbers for a user.
- **BroadWorks Anywhere** – If the Sequential Ring feature is configured with the same number as BroadWorks Anywhere, Sequential Ring takes precedence over BroadWorks Anywhere. The typical scenario involves ringing the base location first (and all the other BroadWorks Anywhere locations at the same time). As soon as Sequential Ring is starting the next location, all the BroadWorks Anywhere functionality is turned off.
- **Call Center** – When a call to a Call Center is presented to a user in the Call Center, the user's Sequential Ring service is inhibited. This means that any Sequential Ring settings for the user are not applied to an incoming call from a Call Center.
- **Call Forwarding Always** – If Call Forwarding Always is active on the main location, it takes precedence over Sequential Ring. If Call Forwarding Always is active on any other destination numbers for Sequential Ring, the Sequential Ring location rings as usual and will hunt to the next location if the call is unanswered (Diversion Inhibit enabled).
- **Call Forward Busy** – Sequential Ring has precedence over Call Forwarding Busy. Only if all locations are busy (or if the base location is busy with the Sequential Ring set up