

Directed Call Pickup with Barge In

Overview

Directed Call Pickup with Barge In allows a user to remotely answer the ringing line of another user or barge into another user's active call using their own device.

Feature Notes:

- To perform a Directed Call Pickup with Barge In action:
 1. Initiate a new call on your device.
 2. Dial the feature code ***33**.
 3. Enter the extension that you want to answer or barge in to.
- If the call is ringing at the time the action is performed, then the remote call will be answered on the Directed Call Pickup with Barge In user's device
- If the call has already been answered or if the target extension has an existing active call in progress, you will perform a Barge In. The Directed Call Pickup with Barge-in user will then be inserted as a third participant in the active call.

Feature Prerequisites

- The user initiating the Directed Call Pickup must have a Premium Seat
- The target user must not have Barge in Exempt (Premium Seat feature) enabled on their line

Feature Setup

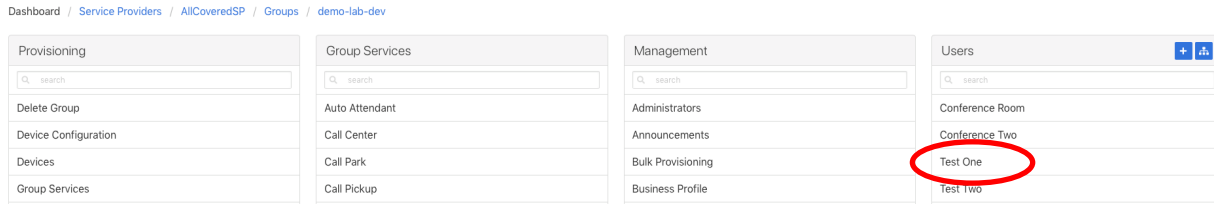
No feature setup is required for Directed Call Pickup with Barge In to work. However, you can adjust some behaviors of the service within the service settings. To do so:

1. Go to the group admin dashboard.

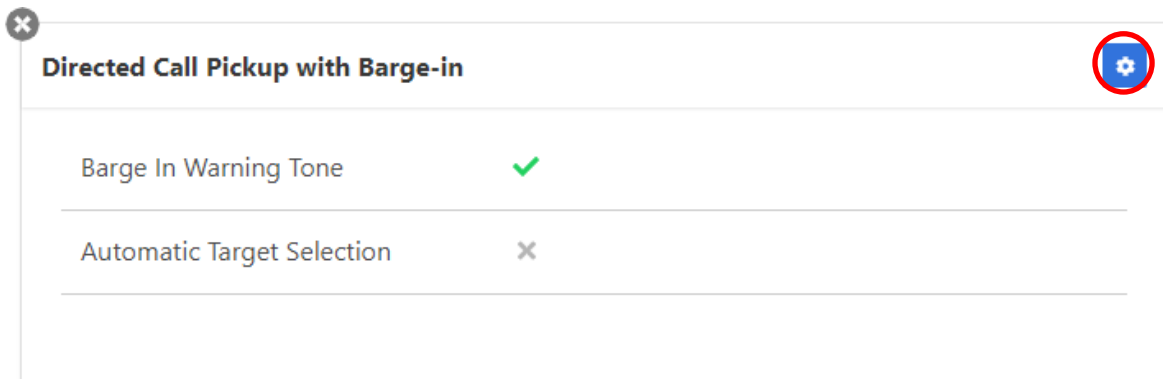
Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

Provisioning	Group Services	Management	Users
<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant	Administrators	Conference Room
Device Configuration	Call Center	Announcements	Conference Two

2. Select the user or service on which you want to set up Directed Call Pickup with Barge-in.



3. Click **Service Settings** in the left column navigation.
4. Select **Directed Call Pickup with Barge In** from the services list.
5. Click the gear icon in the Directed Call Pickup with Barge-in heading to configure the service.



6. Configure the *Directed Call Pickup with Barge-in* settings
 - *Barge In Warning Tone* – If enabled the target extension will receive a warning tone when someone barges into their line.
 - *Automatic Target Selection* – Automatic target selection is possible if only one user is active in the Directed Pickup with Barge-in user’s group at the time the Directed Call Pickup with Barge-in service is invoked.

An “active” user means either one of these scenarios:

- i. A user from the same group as the Directed Pickup with Barge-in user (excluding the Directed Pickup with Barge-in user) is involved in one (or more) connected call(s) with another user.

- ii. A user from the same group as the Directed Pickup with Barge-in user (excluding the Directed Pickup with Barge-in user) is the terminator of a call and is being alerted.

If the target is ambiguous because multiple users meet the condition, the Directed Pickup with Barge-in user hears a stutter dial tone, and the target's extension must be entered.

Edit Directed Call Pickup with Barge-in ✕

Enable

Barge In Warning Tone

Automatic Target Selection

Cancel Save

7. Click **Save** to retain changes.