Directed Call Pickup

Overview

Directed Call Pickup allows a user to remotely answer the ringing line of another user using their own device.

Feature Notes:

- To perform a Directed Call Pickup action:
    1. Initiate a new call on your device.
    2. Dial the feature code ***97**.
    3. Enter the extension that you want to answer.
- The feature only works when the target user's line is actively ringing. The action will fail if a call is not ringing at the time of execution.

Feature Prerequisites

- The target extension must be ringing.
- The user initiating the Directed Call Pickup must have a Premium Seat.

Feature Setup

The feature does not require any configuration once all prerequisites are met.