

# Hoteling

## Overview

Hoteling enables a user's phone profile including phone number, features, and calling plan to be temporarily loaded onto 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 (ie Hosts users should not be using shared call appearance).
- A Host can only be occupied by one guest at a time.

## Feature Setup

- 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 **Hoteling Host** in the User Services section

User Services

search

Call Forwarding Always

Call Forwarding Busy

Call Forwarding No Answer

Call Forwarding Not Reachable

Call Recording

Calling Line ID Delivery Blocking

Hoteling Guest

**Hoteling Host**

3. Select the user whose phone you wish to be available as a Host Device, and then configure the Host settings.

☐ Is Active

☐ Remove Guest Association

☒ Enforce Association Limit

Enforce Association Limit Hours

24

Access Level

Group

Cancel

Save

- *Is Active* – Activates the user as a Host location
- *Remove Guest Association* – Deactivates any currently assigned guest
- *Enforce Association Limit* – Allows for a time limit after which guests are automatically disassociated from the host.
- *Enforce Association Limit Hours* – Number of hours before guests are automatically disassociated.

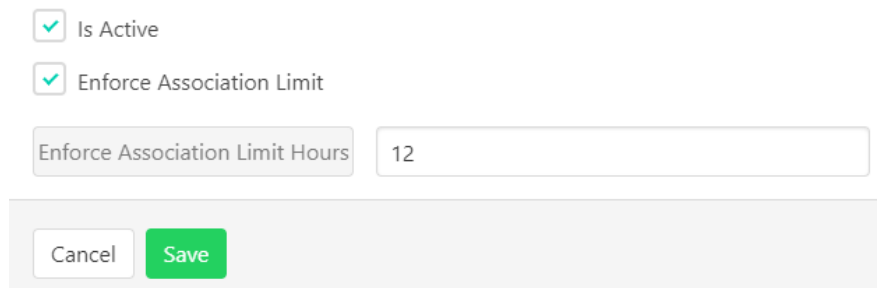
- *Access Level* – Should always be set to **Group**.

4. Select **Hoteling Guest** from the User Services section.



The screenshot shows a 'User Services' dropdown menu. The menu is open, displaying a list of options. The option 'Hoteling Guest' is highlighted with a red oval. The other options in the list are: 'Call Forwarding Always', 'Call Forwarding Busy', 'Call Forwarding No Answer', 'Call Forwarding Not Reachable', 'Call Recording', 'Calling Line ID Delivery Blocking', and 'Hoteling Host'.

5. Select the user who you want to allow to be a guest on host device and configure the guest settings.



The screenshot shows a form for configuring guest settings. It includes two checked checkboxes: 'Is Active' and 'Enforce Association Limit'. Below these is a label 'Enforce Association Limit Hours' followed by a text input field containing the value '12'. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

- *Is Active* – Activates the user as a Host location
- *Enforce Association Limit* – Allows for a time limit after which the user is automatically disassociated from the host.
- *Enforce Association Limit Hours* – Number of hours before the user is automatically disassociated from any occupied Host.

## Feature Operation

Once Guest and Host services have been configured, guests can select the host they wish to occupy from the User Customer Portal.

1. From the user portal click **Service Settings**.

### DASHBOARD

Basic Call Logs

Call Records

Feature Quick Set

### MANAGEMENT

Announcements

Passwords

Service Settings

User Schedules

2. Select **Hoteling Guest**.

Configure Services	
Filter Results	
Name	Description
Calling Name Delivery	Calling Name Delivery
Calling Number Delivery	Calling Number Delivery
Connected Line Identification Restriction	Connected Line Identification Res
Directed Call Pickup with Barge-in	Directed Call Pickup with Barge-in
Do Not Disturb	Do Not Disturb
External Calling Line ID Delivery	External Calling Line ID Delivery
Fax Messaging	Fax Messaging
Flexible Seating Guest	Flexible Seating Guest
Group Night Forwarding	Group Night Forwarding
Hoteling Guest	Hoteling Guest

- Click the gear icon to edit settings.

✕
⚙️

Hoteling Guest

Enable	✓
Enforce Association Limit	✓
Enforce Association Limit Hours	12
Host	

- Select the host you wish to occupy from the *Hosts* dropdown and click **Save**.

Edit Settings ✕

General Settings

☒ Is Active

☒ Enforce Association Limit

Enforce Association Limit Hours

12

Hosts

▼

Cancel

Save

While you are occupying a host, any calls to your extension will ring on the host device. Any calls placed from the host device will be placed using the guest's phone profile.

To remove your line from a host, follow the same steps used to join the host, but select **None** from the *Hosts* dropdown.