

Priority Alert

Overview

Priority Alert is a premium User level feature that allows a User's phone to ring with a different cadence based on pre-defined criteria. This feature can be used as a way to quickly notify the User that a specific number is calling or when a call is from inside your group or outside your group. Criteria options include:

- Time and/or Holiday Schedule
- Specific numbers
- Specific area codes
- External Calls

The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria (i.e. phone number and day of week and time of day) for an entry must be true for the phone to ring with a different tone.

Priority alert when enabled and configured will ring the end user phone with a distinctive ring allowing the User to know that a specific person or group of people are calling within a specified time period.

Feature Prerequisites

- Premium User Seat
- Prior to building schedule-based criteria, you will need to create a schedule for the timeframe during which calls will trigger a priority alert.
- Trunked numbers are required in the criteria settings.
- Feature Interactions/Precedence
 - Alternate Numbers – Priority Alert has precedence over the Alternate Number feature.
 - Hunt Group – When a call to a Hunt Group is presented to a User in the Hunt Group, the User's Priority Alert service is inhibited. This means that any Priority Alert settings for the User are not applied to the call.
 - Call Center – When a call to a Call Center is presented to a User in the Call Center, the User's Priority Alert service is inhibited. This means that any Priority Alert settings for the User are not applied to the call. If a customer wants to have a distinctive ring for calls from the Call Center, they should use the Call Center distinctive ring settings.