

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

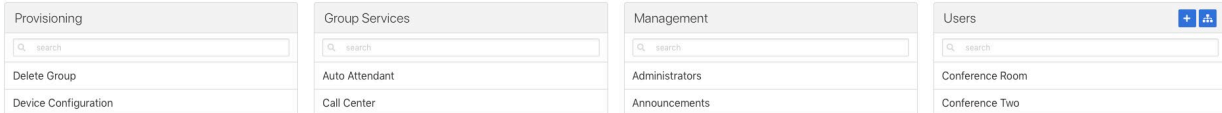
- Premium User Seat
- Prior to building schedule-based criteria, you will need to create a schedule for the timeframe during which calls will trigger a priority alert.
- Ten-digit numbers are required in the criteria settings.
- Feature interaction/precedence:
 - Alternate Numbers – Priority Alert has 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.

- Call Waiting – Priority Alert applies to waiting calls and applies distinctive ring per the defined criteria.
- Remote Office – If Remote Office is enabled, the Priority Alert feature is not applied on incoming calls.
- Shared Call Appearance – Priority Alert applies to all shared call appearance locations for the User. The shared endpoint must support the service.
- Simultaneous Ringing/BroadWorks Anywhere – Priority Alert only applies to the main endpoint and not to secondary locations.

Feature Setup

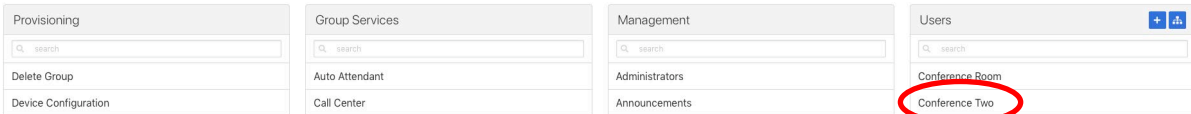
1. Go to the group admin dashboard.

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



2. Select the user or service on which you want to enable Priority Alert.

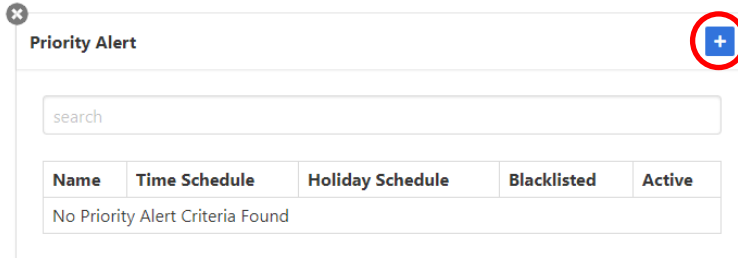
Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



3. Click **Service Settings** in the left column navigation.
4. Select **Priority Alert** from the services list.

Name	Description	Active
Hoteling Host	Hoteling Host	×
Integrated IMP	Integrated IMP	✓
Intercept User	Intercept User	×
Internal Calling Line ID Delivery	Internal Calling Line ID Delivery	✓
Music On Hold User	Music On Hold User	✓
Priority Alert	Priority Alert	×
Privacy	Privacy	—
Push to Talk	Push to Talk	—
Remote Office	Remote Office	×
Selective Call Acceptance	Selective Call Acceptance	×

5. Click the plus icon to create a new alerting criteria.

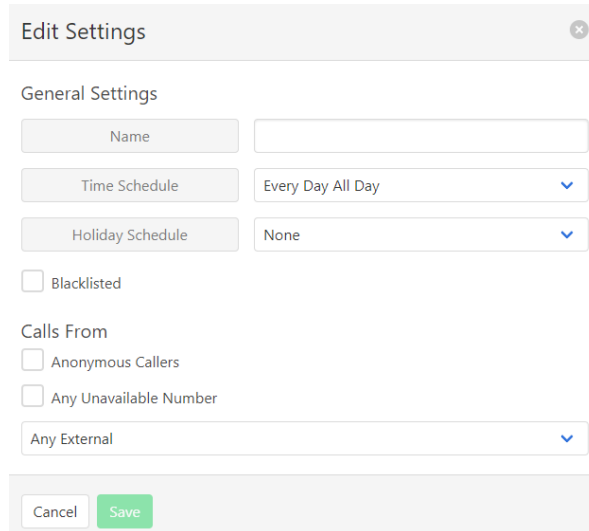


Priority Alert

search

Name	Time Schedule	Holiday Schedule	Blacklisted	Active
No Priority Alert Criteria Found				

6. Set your criteria settings.



Edit Settings

General Settings

Name

Time Schedule: Every Day All Day

Holiday Schedule: None

Blacklisted

Calls From

Anonymous Callers

Any Unavailable Number

Any External

Cancel Save

- *Name* – An identifying name for referencing the criteria later
- *Time Schedule* – The times during which you want priority alerts. You must create the desired schedule prior to completing this step unless you plan to use the **Every Day All Day** option.
- *Holiday Schedule* – If a schedule is selected in the *Holiday Schedule* field calls will ONLY trigger priority alerting during the time that overlaps between the *Time Schedule* and *Holiday Schedule*.
- *Blacklisted* – If enabled calls meeting the criteria will NOT trigger priority alerting.
- *Calls From* – This defines what calling phone numbers will trigger priority alerting. You can define specific numbers or define area codes using variables.
 - For example, to notify on all calls from the 812 area code you could enter 812XXXXXXX as one of the numbers in this section.
 - Only 12 numbers / area codes can be defined per criteria, so multiple matching criteria should be made if you need more than 12.

7. Click **Save** to apply changes.