

# BROADWORKS ADMINISTRATOR GUIDE

## ADMINISTRATOR OVERVIEW

The role of the administrator is to see and change settings affecting how calls are handled for the business. Administrators have access to the Group and Department levels. Group Level allows access to all user and group settings in all departments. Department level allows access only to users and services assigned to a specific department.

### ACCESSING THE PORTAL

- In your web browser, go to [bwws.comporium.com](http://bwws.comporium.com)
- Sign in using your Administrator log in credentials

### NAVIGATING THE PORTAL

- Use the Navigation menu on the left side of the main window to access user and group features, services, and configurations

Utilize the [Help] button at the top right corner of the screen for detailed information or instruction on a specific feature or setting

**NOTE:** Always click the [Apply] button to save changes made in the web portal.

# ADMINISTRATOR OVERVIEW

## Group

Options:	
1	<a href="#">Profile</a>
2	<a href="#">Resources</a>
3	<a href="#">Services</a>
4	<a href="#">Call Center</a>
5	<a href="#">Meet-Me Conferencing</a>
6	<a href="#">Utilities</a>

### 1. PROFILE

- Access Users
- Change Administrator web access password
- Access the group Announcement Repository
- See, add, delete, or change Departments
- See, add, delete, or change group-wide Time and Holiday Schedules
- Access Caller ID settings in Call Processing Policies

### 2. RESOURCES

- Display a list of all phone numbers assigned to your group
- View the services assigned to your group

### 3. SERVICES

*(available options dependent upon services licensed for your group)*

- Access Automated Attendants
- Configure Call Park
- Add, delete, and change Call Pickup groups
- Access Hunt Groups
- Enable, disable, or change group-wide Music on Hold
- Change the passcode used to access the group-level Voice Portal
- View a list of Collaborate Bridges (My Room)
- View and change Group Paging groups

### 4. CALL CENTER

*(available only when Call Center is licensed)*

- Access individual Call Centers for configuration
- Access group-wide Call Center settings *(available options dependent upon Call Center license level)*
  - Agent Unavailable Defaults
  - Statistical thresholds for all Agents
  - Unavailable Codes
  - Disposition Codes
  - Routing Priority Settings for multiple Call Centers
- View, add, delete, or change scheduled Call Center reports

### 5. MEET-ME CONFERENCING

*(available only when Meet-Me Conference is licensed)*

- Access all Meet-Me Conference bridge numbers assigned to your group for configuration

### 6. UTILITIES

- Upload a Common Phone List via .csv file
- Display a list of all Feature Access Codes available for your group
- Display and print a Group Directory
- Generate an Inventory List of all licenses assigned for your group
- View rules for web and voice portal passwords

# USERS

## SELECTING A USER

- Click the [Search] button to show a list of all Users in your group, OR
- Narrow down results by using the drop-down box to search by specific criteria
- Click the Edit link on the user you would like to configure

## GROUP > USER > PROFILE

### PROFILE

- Change user First and Last Name (searchable data on User selection screen)
- Change Calling Line ID First and Last Name (affects internal Caller ID name, Busy Lamp Field display name, and Auto Attendant dial-by-name unless alternates are entered in the Name Dialing Last Name / First Name fields)
- Assign a Department
- Populate additional fields as desired (optional)

### PASSWORDS

- Click the Set web access password button to change password for user portal login, soft phone login, or client application login
- Click the Set portal password button to change the passcode for the user's voice portal (voicemail)
- Enter a new, valid, temporary passcode in both fields (user will be forced to change at first use)

### PASSCODE RULES

*Portal Password (Voice Portal)*

- Between 6-8 digits
- Cannot Contain User extension or telephone number OR the reverse of extension or number
- Cannot be the previous passcode
- Cannot contain more than 2 consecutive digits
- Cannot contain more than 2 repeated digits

### PASSWORD RULES

*Web Access Password*

- At least 9 characters
- Must contain at least 1 lowercase letter
- Must contain at least 1 uppercase letter
- Must contain at least 1 number
- Must contain at least 1 special character
- Cannot be the previous password

## GROUP > USER > INCOMING CALLS

Enable/disable, configure features that affect how calls to a user's extension or DID number are delivered

- Call Forwarding (Always, No Answer, Busy, Selective, Not Reachable)
- Do Not Disturb
- Sequential & Simultaneous Ring features

# USERS

## **GROUP > USER > CALL CONTROL**

- Call Waiting (On/Off)
- Call Recording (configure settings or disable; requires OrecX Call Recording license)
- Configure BroadWorks Anywhere to link fixed or mobile devices to your IP phone account.
- Control Call Center Agent settings
  - Join and unjoin Call Centers
  - Change ACD state
  - Change Agent outbound Caller ID
  - Change Unavailable settings
- Control Hoteling
  - Enable/disable Hoteling Host or Hoteling Guest
  - Associate or disassociate Hoteling Guest with Host device

## **GROUP > USER > CLIENT APPLICATIONS**

- Add, remove, or reorder Busy Lamp Fields
- View a list of Client Applications assigned to the User, including
  - BroadWorks Receptionist
  - BroadWorks Agent
  - BroadWorks Supervisor
- Add or edit list of Monitored Users for Users with BroadWorks Receptionist client

## **GROUP > USER > MESSAGING**

- Greetings
  - Disable Message Deposit and reroute calls if necessary
  - Reset Busy / No Answer greetings to default (in case of employee departure, for example)
  - Change number of rings before calls go to voicemail

## **GROUP > USER > MESSAGING *(continued)***

- Set Extended Away options
- Voice Management
  - Change when calls go to voicemail
  - Enable or disable voicemail to email (forward or carbon copy)
  - Set '0' out option
- Voice Portal - reset name field to "None" to remove existing first and last name recording (in case of employee departure, for example)

## **GROUP > USER > COLLABORATE > COLLABORATE ROOMS**

- View Collaborate Bridge access number(s)
- Control Room settings
- View and change Room ID for User

## **GROUP > USER > MEET-ME CONFERENCING**

Click Conferences to view, schedule, or configure options for existing or scheduled conferences (applies only to users who have been assigned as Conference Hosts in the group Meet-Me Conferencing option)

## **GROUP > USER > UTILITIES**

Select Registrations to view a list of registrations for the user; if no registrations show, the phone is not reachable and should be rebooted

# ANNOUNCEMENT REPOSITORY

## REPOSITORY OVERVIEW

- Contains announcements that are in use or available for use; available on several levels
  - Group level- recordings can be used on any group-level features and services
  - Service level- recordings can be used within that specific service only
  - User level- recordings can be used by that specific user only
- Click the [Search] button to show a list of all announcements stored in the Repository
- Click on an audio file to
  - View announcement properties
  - Download the audio file
  - Change the name of the recording for easy identification
  - See where the announcement is currently being used (if in use)
- Click the [Add] button to upload a new audio file to the Repository

## AUDIO FILE FORMATTING

Announcements must be in the following format to be uploaded to the Repository:

- .wav format
- CCITT u-Law
- 8 kHz
- 8-bit
- Mono

## RECORDING ANNOUNCEMENTS IN THE GROUP REPOSITORY

- Announcements can be recorded directly into the group Repository by following these steps:
  1. Access your group's voice portal; if calling from an internal SIP device, press \* when prompted for a passcode
  2. Enter the extension of the voice portal
  3. Enter the group portal passcode
  4. Press 5 to record a new announcement
  5. Press 1 to record a new audio announcement
  6. Press # when finished recording
  7. After playback, press 1 to accept recording or 2 to erase and record again
- Recordings will be labeled as Voice Portal + date + time + file ID in the Repository.
- Click on the audio file to change the name for easy identification

# SCHEDULES

## SCHEDULES OVERVIEW

- Preconfigured dates, days or times used by features and services to determine call routing
- Time Schedule
  - A regular, consistent, recurring schedule
  - Ex. Business Hours, After Hours
- Holiday Schedule
  - May occur one time only or may be recurring
  - Identifies times when Time Schedule routing should be overridden
- Group-level schedules can be used for group services or by users for individual user features

## CREATING A SCHEDULE

- Click the [Add] button to create a new schedule; choose Time or Holiday and click [OK]
- Click the Edit link by the newly-created schedule
- Click the [Add] button to add an event to the schedule
- Type in a name for the event, and select date(s) and time(s) you would like included in the schedule
- Select a recurrence schedule if applicable (typically necessary for Time Schedules)
- Click the [OK] button to save
- Continue creating events to be included in the schedule

## DELETING A SCHEDULE

- In the Schedules view, click the box to the left of the schedule name, and click [Apply]  
*Note: this cannot be undone; if a schedule is deleted in error, it will have to be created again*
- If the schedule is in use, you will see an error in red advising that it cannot be deleted

## EDITING A SCHEDULE

- Click the Edit link by the schedule you wish to change
- Click the box to the left of the event name to delete an event
- Click on the Edit link to the right to edit an event; change any necessary details and click the [Apply] button to save changes  
*Note: any changes made will automatically apply to all services and features with that schedule applied*

# SERVICES

## **AUTO ATTENDANT**

Click the Edit link next to the Auto Attendant to configure or view settings

### **GROUP > SERVICES > AUTO ATTENDANT > PROFILE PROFILE**

- Change AA name and Caller ID information
- Set Business Hours and Holiday Schedules (applies to Basic AA only)
- Assign a Department to the AA
- Set scope for extension and name dialing
- Set timeout for no response (default is 10 seconds)

### **ANNOUNCEMENT REPOSITORY**

Contains all announcements specifically available for use in that AA

### **PASSWORD**

Change the passcode for voice portal access to the AA (for recording announcements directly in the Repository, for example)

### **SUBMENUS**

(applies to Standard AA only)

Create submenus for use within the main Auto Attendant menu

- Click the [Add] button to create a submenu
- Enter a name for the submenu (can be any name you choose)
- Configure options as desired (see MENU SETUP/OVERVIEW for more information)

### **GROUP > SERVICES > AUTO ATTENDANT > MENUS MENU SETUP/OVERVIEW**

- Each menu and/or submenu is configured with:
  - A unique custom greeting
  - A unique call routing configuration

#### **Setting your Greeting**

- Select the Personal Greeting option to select a custom announcement
- Use the drop-down box to choose an announcement (available announcements include files in the group Repository, as well as files in the AA Repository); OR
- Record the greeting using the Voice Portal
  - Access your group's voice portal; if calling from an internal SIP device, press \* when prompted for a passcode
  - Enter the extension of the voice portal
  - Enter the group portal passcode
  - Press 1 to change an Auto Attendant's greeting
  - Press 1 to change the Business Hours greeting, OR press 2 to change the After Hours greeting, OR press 3 to change the Holiday greeting (Holiday only applies to Standard AA)
  - Follow prompts to record; the announcement will immediately take effect

# SERVICES

**Menu Options:**

1  Enable first-level extension dialing

Key	Description	Action	Action Data
0	group operator	Transfer to operator	Phone Number: 1234
1	Sales Group	Transfer without prompt	Phone Number: 5402
2	Customer Service	Transfer with prompt	Phone Number: 18005551234
3	Level 2 support	Transfer to submenu	level 2 <a href="#">Configure Submenu (Also saves current screen data)</a>
4	Dial by Name	Name dialing	
5	Extension Prompt	Extension dialing	
6	Mailbox	Transfer to mailbox	
7	Mtrnc Information	Play announcement	Audio: Scheduled Maint.wav (Group)
8	Repeat	Repeat menu	
9	Disconnect	Exit	
*		---	
#		---	

*Note: Callers who do not indicate a transfer option will be forwarded to the operator.*

## Customizing the Menu

1. Check the box for 'Enable first-level extension dialing' to allow callers to dial the extension of their party at any time during the announcement
2. Next to the indicated key, enter a description for easy navigation
3. Use the drop-down box to choose an action for the system to perform when the indicated key is pressed by the caller
4. Dependent on the Action field; enter data necessary to complete the indicated action

# SERVICES

## **BUSINESS HOURS MENU**

- Configure routing for calls during times included in the applied Business Hours (time) schedule
- If no schedule has been applied, *All Day, Every Day* is assumed to be Business Hours
  - Apply Business Hours schedule in the Profile settings for Basic AA*
  - Apply Business Hours schedule in the After Hours Menu settings for Standard AA*

## **AFTER HOURS MENU**

- Configure routing for calls during times:
  - That are excluded from the applied Business Hours (time) schedule
  - That are included in the applied Holiday schedule (*applies to Basic AA only*)
    - Apply Holiday schedule in the Profile settings for Basic AA*
    - Apply Holiday schedule in the Holiday Menu settings for Standard AA*
- Apply desired Business Hours schedule (applies to Standard AA only)

## **HOLIDAY MENU (*applies to Standard AA only*)**

- Configure routing for calls during times included in the applied Holiday schedule
- Apply desired Holiday schedule

# SERVICES

## CALL PARK SETTINGS

- For Call Park, configure an alternate recall Hunt Group if necessary
- For Group Park, enable or disable the Park Destination announcement
- Set the recall ring pattern and timers for recalled parked calls

## CREATE AND EDIT PARK GROUPS

- Click on an existing group to edit, or click the [Add] button to create a new park group
- Each user may only be a member of one (1) park group

## CALL PICKUP

Users in a Pickup group can use a feature access code to pickup a ringing line in the same group

- Click on an existing group to edit, or click the [Add] button to create a new pickup group
- Each User may only be a member of one (1) pickup group

## HUNT GROUP

Click the *Edit* link beside the Hunt Group to configure or view settings

## GROUP > SERVICES > AUTO ATTENDANT > PROFILE PROFILE

- Change Hunt Group name and Caller ID information
- Assign a Department to the HG
- Configure HG Busy options
- Set group distribution policy (for detailed information about individual policies, click the Help button at the top right)
- Configure HG No Answer settings
- Configure Not Reachable settings (when all assigned Users have lost registration with the server)
- Configure Calling Line ID settings
- Add, remove, and reorder Users assigned to the HG

## INCOMING CALLS

*(present only if additional features have been assigned to the HG)*

Configure and view settings for features such as:

- Call Forwarding Selective
- Alternate Numbers
- Call Forwarding Busy

## MESSAGING

*(present only if voicemail has been assigned to the HG)*

Refer to Users > Messaging settings

## MUSIC ON HOLD

- Click the Group or individual department entry to change, view, or add a Music on Hold recording
- Audio files used for MOH must be under ten (10) minutes in duration

*Note: Call Center MOH files are loaded in the settings for the individual Call Center*

# CALL CENTER

## CALL CENTERS

Configure settings that apply to a specific Call Center (CC) only

Click the Edit link beside the desired Call Center to view and configure

*Note: Available settings dependent upon Call Center level*

### GROUP > CALL CENTER > CALL CENTERS > PROFILE

#### PROFILE

- Change the Call Center name and Caller ID information
- Assign a Department to the CC
- Set routing type and Distribution Policy
- Set queue length
- Enable or disable the escape option for the queue (callers who escape will be given busy treatment)
- View and change basic Agent settings for the CC

#### AGENTS

- Assign Agents to the CC
- Reorder Agents already assigned to the CC

#### STATUS & STATISTICS

- View current queue status
- View basic CC statistics

#### SUPERVISORS

- Assign Users as Supervisors for the CC
- Assign Agents to be supervised to each Supervisor

#### THRESHOLDS

- Configure statistical thresholds for the CC
- Set up notification email addresses(es)

#### ANNOUNCEMENTS

- Enable and disable specific announcements heard by callers in the CC
  - Entrance Message
  - Estimated Wait Message
  - Comfort Message
  - Music On Hold Message (separate from group MOH; duration limit of 5 mins per file)
  - Call Whisper Message (Premium only)
- Audio files must be loaded in the group or CC Announcement Repository in order to be used for CC announcements

#### DNIS (Premium only)

- View all DNIS numbers assigned to the CC
- Configure display and priority settings for all DNIS numbers
- Click on a DNIS number to view and change configuration settings for that DNIS
  - Assign priority level
  - Calling Line ID settings
  - Enable or disable DNIS-specific announcements
  - Enable or disable outbound Call Center calling

#### CALL DISPOSITION CODES

- Enable or disable disposition codes
- Enable or disable forced use of codes
- Click the [Add] button to create a new disposition code

# CALL CENTER

## GROUP > CALL CENTERS > CALL CENTER > ROUTING POLICIES

### **FORCED FORWARDING (Premium only)**

- Enable or disable forwarding
- Configure forwarding destination
- Configure optional announcement to play prior to forwarding

### **HOLIDAY SERVICE (Premium only)**

- Configure routing policy for calls during Holiday schedule
- Select schedule for holiday routing
- Configure optional announcement to play prior to call routing

### **NIGHT SERVICE (Premium only)**

- Configure routing policy for calls outside of the Business Hours (Time) schedule
- Select schedule for night routing
- Configure optional announcement to play prior to call routing

### **BOUNCED CALLS**

- Configure the number of rings before a call bounces back to the queue or routes to another destination
- Configure optional alternate routing of calls
- Configure default Agent alert settings for holding callers

### **OVERFLOW**

- Configure routing if queue is full
- Configure optional timed overflow
- Configure optional announcement to play prior to call routing

### **STRANDED CALLS**

- Configure routing for calls during times when there are no Agents signed in to the CC
- Configure optional announcement to play prior to call routing

### **STRANDED CALLS-UNAVAILABLE**

- Enable, disable, and configure Unavailable Code criteria to trigger routing
- Configure routing for calls during times when all Agents are in Unavailable ACD state
- Configure optional announcement to play prior to call routing

# CALL CENTER

## AGENT DEFAULT SETTINGS

- Choose the Group button to customize the settings for your group; will affect all Agents in all CCs in the group
- Use the drop-down box to choose Guard Timer duration
- Configure specifications for Unavailable Agents

## AGENT THRESHOLD PROFILES

- Configure statistical profiles to be assigned to Agents
- Set up notification email address(es)

## AGENT UNAVAILABLE CODES

- Enable and disable Unavailable Codes for CCs
- Configure default/automatic settings triggered by Agent activities
- Set default code for forced code usage
- Activate/deactivate existing Unavailable Codes
- Add/delete codes

## CALL DISPOSITION CODES

- Enable and disable Disposition Codes for CCs
- Activate/deactivate existing Disposition Codes
- Add/delete codes

## ROUTING PRIORITY SETTINGS

- Set routing policy to Longest Wait Time or Priority
- Set priority level for each Call Center (may be whole number priority or decimal value)

## SCHEDULED REPORTS

- Use the [Add] button to schedule a new Call Center report for the group
- Click the [Search] button to see a list of already-scheduled reports; select a report to delete or change report settings
- Click the [Apply] button to save

# CALL CENTER REPORTS OVERVIEW

	REPORT	SUMMARY
1	Abandoned Call Report	Provides information related to calls that are abandoned by callers.
2	Agent Activity Detail Report	Provides details related to agents including state and call activity.
3	Agent Activity Report	Provides comprehensive data relating to agent ACD and call state.
4	Agent Call by Skill Report	Provides call count by skill levels (applies only to skills-based routing)
5	Agent Call Detail Report	Provides detailed information each individual agent call
6	Agent Call Report	Provides information about the number of calls handled by agents, reported by call type.
7	Agent Disposition Code Report	Provides information related to disposition codes used by agents
8	Agent Duration by Skill Report	Provides the time agents spent on ACD calls answered at different skill levels (applies only to skills-based routing)
9	Agent Duration Report	Provides information related to the duration of calls handled by agents
10	Agent Sign In Sign Out Report	Provides details related to the sign-in and sign-out activities of agents
11	Agent Summary Report	Provides summary information related to agent performance, including average and longest times spent on different types of calls and in various states.
12	Agent Unavailability Report	Provides information related to the unavailability codes used by agents when setting their ACD state to Unavailable
13	Call Center Call Detail Report	Provides detailed information about all calls received by the Call Center or DNIS
14	Call Center Disposition Code Report	Provides information related to disposition codes used by agents for a given Call Center or DNIS.

# CALL CENTER REPORTS OVERVIEW

	REPORT	SUMMARY
15	Call Center Incoming Calls Report	Provides information related to how incoming calls are handled by Call Centers, whether they are queued or handled by policy prior to being queued.
16	Call Center Overflow Matrix Report	Provides information related to calls that overflow from one Call Center or DNIS to another within the same group, in relation to the time or size overflow policy.
17	Call Center Presented Calls Report	Provides information on how calls are handled by Call Centers once they have been queued.
18	Call Center Report	Provides information on how calls are handled by Call Centers once they have been queued; includes high water marks.
19	Call Center Summary Report	Provides summary information related to Call Center or DNIS performance, including average wait time, speed of answer, and abandonment time.
20	Service Level Report	Provides information related to how incoming calls are handled in relation to service levels provided as input parameters.

# MEET-ME CONFERENCING ADMIN

## MEET-ME CONFERENCE BRIDGES

- Display a list of meet-me conference bridges assigned to your group
- Select the Edit link to work with a specific bridge
- Use the Profile view to configure a bridge
  - Assign Name, Caller ID Name and Department to bridge
  - Specify desired PIN length for security
  - Enable/disable settings for prompts and call control within the bridge
  - Assign Users as Conference Hosts for the bridge

# AVAILABLE FEATURE DESCRIPTIONS

	FEATURE	DESCRIPTION / NOTES
1	Anonymous Rejection	Allows the user to have the system automatically reject calls from callers who have purposely blocked their numbers. Rejected callers will hear a message stating that the user is not accepting calls from unidentified callers. The BroadWorks user will receive no indication or notification of rejected callers. Callers whose numbers are unavailable will not be rejected
2	Barge-in Exempt	Allows the user to block barge-in attempts by other users with the Directed Call Pickup with Barge-in service assigned.  <i>Note: MUST be disabled for Call Center Agents being audibly monitored by a Supervisor</i>
3	BroadWorks Anywhere	Allows user to be completely mobile. Calls made to the user simultaneously ring the BWA device; calls can be initiated from the BWA device through the VoIP server, thus masking the caller ID of the BWA device; and calls initiated in the server can be seamlessly pulled between the BWA device and the primary device.
4	Busy Lamp Field	Allows user to utilize spare buttons on his phone to see if other users are on the phone. Also functions like auto-dial, unless used with a FAC.
5	Call Forward Not Reachable	Allows user to redirect calls to a different location/telephone number when his SIP device (ex. IP phone, Adtran device, IAD) loses registration with the BroadSoft server.
6	Call Forward Selective	Allows the user to embed a link or icon in an electronic message that allows callers to enter their own phone numbers, initiating a call to the user. When the call is answered (and confirmed, if necessary) by the user, the call is initiated to the original caller.
7	Call Me Now	Allows the user to embed a link or icon in an electronic message that allows callers to enter their own phone numbers, initiating a call to the user. When the call is answered (and confirmed, if necessary) by the user, the call is initiated to the original caller.

# AVAILABLE FEATURE DESCRIPTIONS

	FEATURE	DESCRIPTION / NOTES
8	Call Park	<p>Allows users to use a feature access code to park a call against a specified extension. Calls can be parked against the desired user's extension (enter the FAC, followed by the extension), or against his own extension (enter the FAC, followed by #).</p> <p>Calls can be retrieved from any phone in the group by using another FAC, followed by the extension where the call was parked. See group feature administration for recall settings</p>
9	Group Call Park	<p>Allows users to use a feature access code to park a call. This differs from Call Park because when this FAC is used, the system assigns an extension from the configured call park group (see group feature administration) against which to park the call.</p>
10	Call Pickup	<p>Allows users who are a member of a specific pickup group (see group feature administration) to use a FAC to answer an incoming call on the phone of another user in the pickup group. If more than one group member's number is ringing, the FAC will pick up the one that has been ringing the longest.</p>
11	Call Recording	<p>Service that works with a call recording platform (ex. OrecX) to record calls. Service can be turned on or off by the user.</p>
12	Call Waiting	<p>Allows user to take more than one incoming call at a time. When another call comes in, the user will hear a beep notifying him that there is another call coming in. By default, call waiting is disabled for group services.</p>
13	Caller ID Blocking Override	<p>Allows the user to override a caller ID block feature (e.g. '*67') on incoming calls. If the number is unavailable, caller ID information will be</p>
14	Customer Originated Trace	<p>Allows the user to use a Feature Access Code to initiate a trace on the previous call (Call will trace to the Service Provider).</p>
15	Directed Call Pickup with Barge-in	<p>Allows users to pick up a ringing phone by using a Feature Access Code and the extension they wish to answer.</p>

# AVAILABLE FEATURE DESCRIPTIONS

	FEATURE	DESCRIPTION / NOTES
16	Do Not Disturb	Allows user to send incoming calls directly to voicemailbox without ringing the phone. If enabled, a 'ring splash' will alert the user when a call is redirected. If DND is enabled on a user belonging to a hunt group or call center, the call will NOT be redirected, but the agent will not be alerted of the incoming call. If the user is a shared number (shared call appearance), the call will not be immediately redirected, but the ringing will be silent.
17	Hoteling (Guest / Host)	Allows users to share phones (phone bank) or switch phones (filling in for another user) by logging in as a 'Guest' to the 'Host' phone. When a guest is logged in, the host's direct calls are sent to voicemail or to the device where he is logged in; the guest's direct calls are handled as they are configured on the user level.
18	Line ID Blocking	Allows a user to block his number when making outbound calls.
19	Outlook Integration	Allows the user to integrate the PC's Microsoft Outlook address book with VoIP applications, such as CommPilot Call Manager, BroadWorks Assistant toolbar, Call Center applications, and BroadWorks Receptionist.
20	Personal Phone List	Allows users to build a contact list to use with click-to-dial applications: CommPilot Call Manager, BroadWorks Assistant, Call Center and BroadWorks Receptionist.
21	Priority Alert	Allows user to select a special ringtone when specific criteria (Caller ID, time of day, etc.) are met.
22	Push to Talk	Allows a user to use a feature access code to initiate an auto-answer call to another user (similar to an 'intercom' call or a 'voice call' service). The calls can be configured as one-way or two-way.

# AVAILABLE FEATURE DESCRIPTIONS

	FEATURE	DESCRIPTION / NOTES
<b>23</b>	Selective Acceptance	Allows user to allow only calls that meet specific criteria (caller ID, time of day, etc.) to come through. Unaccepted calls will be sent to voicemail.
<b>24</b>	Selective Rejection	Allows a user to reject calls that meet specific criteria (caller ID, time of day, etc.). All other calls will ring through as normal. Rejected callers will hear an announcement that you are not taking calls.
<b>25</b>	Sequential Ring	Allows the user to enter up to 5 phone numbers to ring in sequence as a 'find me, follow me' feature when someone calls the user's direct number.
<b>26</b>	Shared Call Appearance	Allows a single phone number to appear on multiple devices. <i>Note: Shared call appearance greatly limits functionality of other features.</i>
<b>27</b>	Simultaneous Ring - Personal	Makes it possible (on the VoIP side) to have a 15-way call using the CommPilot Call Manager or the BroadWorks Assistant toolbar.