

# DID YOU KNOW?



Learn about ScopTEL features. Because Communication Matters!

## Priority Call

With Priority call, Do Not Disturb (DND) status can now be bypassed! It is possible to define a custom feature code in the ScopTEL Features Code section to receive "priority calls". The end user extension can use the feature code to whitelist and blacklist any caller ID number. When a number is whitelisted and a feature code is used, the Do Not Disturb rule will be ignored and any configured call forwarding rule will be honoured.

### Advantages

- Unlimited caller ID can be added
- Don't delay important phone calls even when busy

### Procedure

For example, an Executive wants to put their phone into DND but allow their executive assistant to transfer important calls to their extension.

- Add the Priority Call Feature code to the extension's applied Class of Service
  - Executive extension: 250
  - Executive Assistant extension: 230
- The Features Code section 'Priority Call' Feature Code is defined as \*68
- The Executive dials \*68230 which immediately adds caller ID 230 to extension 250's whitelist
- Extension 250 will now ring or receive a transferred call from extension 230
- To remove the extension from the whitelist, the executive dials \*68230

#### Notes:

- Priority Call works for attended and blind SIP transfers only, DTMF transfer codes are not supported.
- SIP DND Cause Codes are not supported, you must use Server based Do Not Disturb Feature Codes.

Our team of experts can help you! Contact us for more information or to find the reseller in your region.

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*ScopServ International Inc. recommends using the latest ScopTEL version available. Update your software to get all features.*