Hot Desking

If you require your employee to move between desks easily without losing contact with colleagues or customers, this fonctionnality is the one you are looking for!

Hot Desk extensions are essentially guest extension numbers which are able to login to physical Phone Extensions (SIP). Hot Desking allows a user to assimilate a telephone terminal simply by logging into it. The terminal will then receive the calls intended for the user who is logged. Moreover, the calls made by that user will be presented with the logged user's identity.

Some features

- Logged Hot Desk extensions can make and receive calls while sending their HotDesk CallerID.
- Admin assigned Class of Service assignments can restrict the usage of Hot Desk users from Long Distance Dial Plans, Feature Codes, and Applications.
- A single SIP Phone or SoftPhone can be a 'hotelling station' for any Hot Desk user.

How to setup Hot Desk Extensions

- Create a 'hotdesk' Class of Service object in the GUI. It will later be applied to the physical SIP phone or softphone.
- In the Service Tab, give this Class of Service access to the feature code for Hot Desk.
- In the Miscellaneous tab, enable 'Enable Hotdesk Restriction ?' and assign an existing Class of Services drop list selection for the Phone's 'Class of Service if not Logged'.
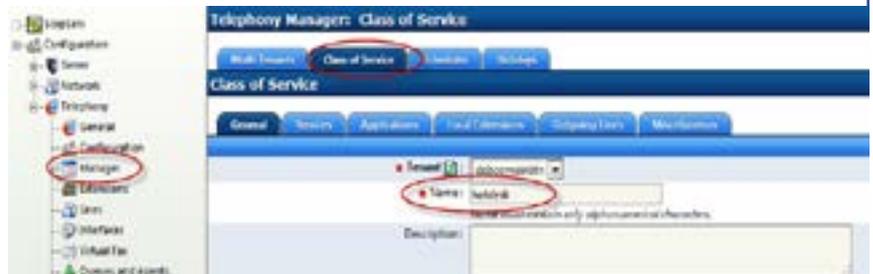

NOTE: When the Hot Desk User is logged to the device, the Hot Desk extension's Class of Service is active and when the Hot Desk User is not logged to the device the 'Class of Service if not Logged' configuration is active. Therefore you must create these Class of Service objects before building the 'hotdesk' Class of Service.

- Assign the Hot Desk Class of Service to a Phone extension.
- Create a Hot Desk extension. Whatever Class of Service you assign to the Hot Desk extension will take precedence over the phone's assigned Class of Service when the Hot Desk user is logged to the extension. This allows great security and flexibility when logging in and out with a Hot Desk extension to a phone.
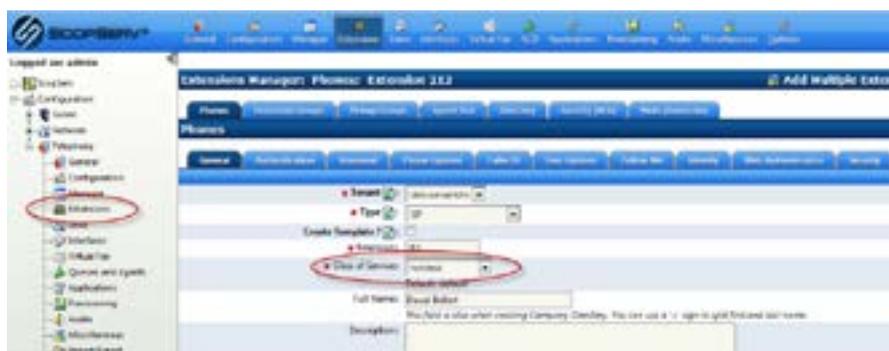
- Enable Voicemail on the Voicemail tab if needed.
- Edit the Caller ID to send custom Caller ID if needed.
- Edit other tabs if needed and save all changes.
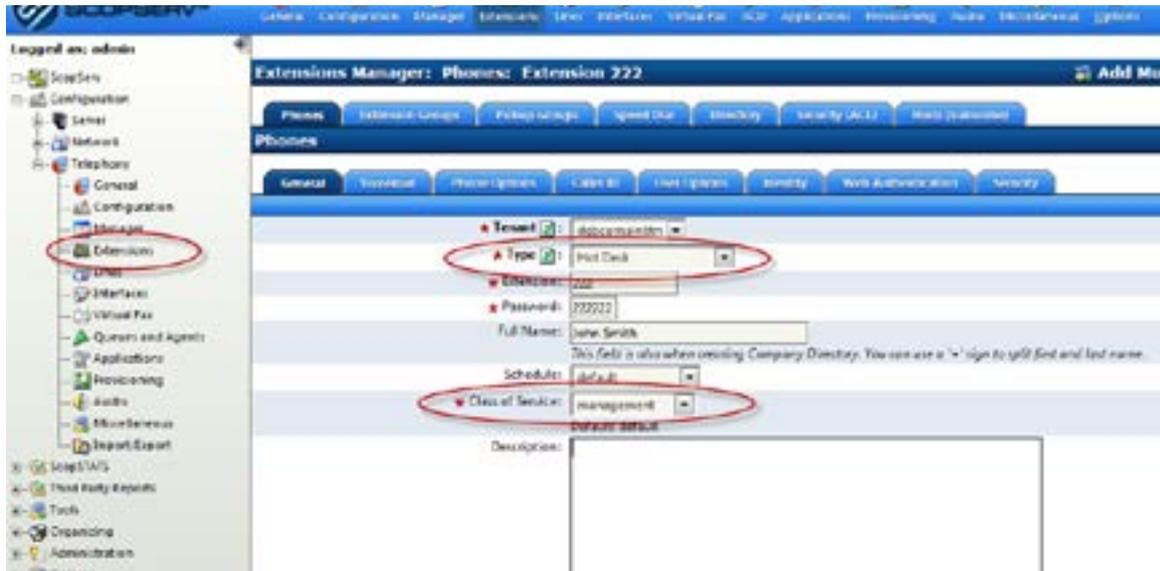
Usage

From the SIP phone or softphone:

- Dial the Hot Desk feature code (default *22).
- Enter the Hot Desk extension number 222 as in screenshot above.
- Enter the password as in example 222222.

The Hot Desk extension 222 is now logged to the SIP extension and can make and receive calls. These calls can be restricted/allowed according to your needs (Extensions>Hot Desk>Class of Service configuration).

That's not all, there's more!

- With **ScopSWITCH**, supervisors can monitor Hotdesk extensions activity (status and current calls).
- Using **ScopStats**, supervisor can view the hotdesk extensions that are currently configured on the local PBX system with their current status and control their status (login/logout).
- Set up phone to use a different ring tone for incoming calls from hotdesk extensions.

See our blog for the detailed procedure: bit.ly/howtohotdesk

Take a look at this brochure for more information about hotdesking:
  ScopSTATS Manual: bit.ly/scopstatsmanual
  ScopSTATS-ScopSWITCH: bit.ly/stats-switch
  ScopTEL: bit.ly/scoptelpresentation

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.

www.scopserv.com