

DID YOU KNOW?

Learn about ScopTEL features. Because Communication Matters!

Follow me

Follow me is a forwarding functionality which allows a user to be reached at any of several phone numbers. Calls can be transferred on any phone number or extension. It's the easiest functionality to use for those who need to stay connected when away from their regular location.

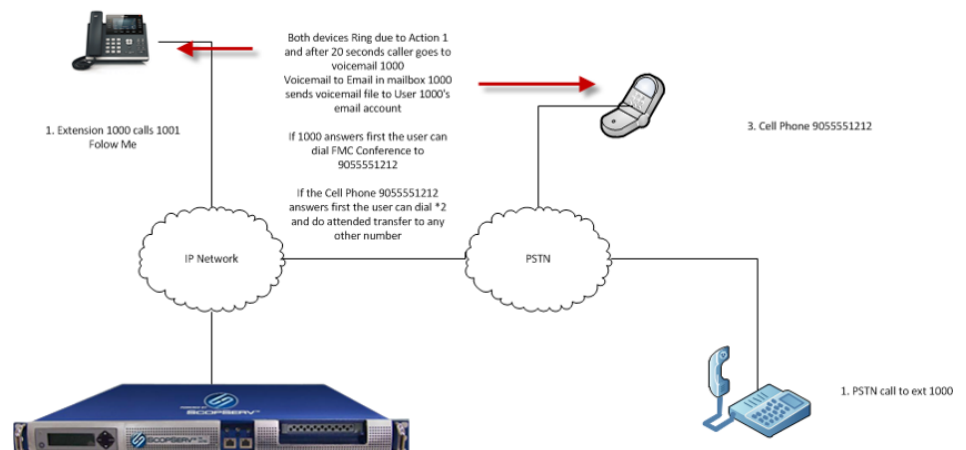
By configuring Follow Me options a user can be reached even when not at their desk. When the user's extension is called and Follow Me is activated the system routes the call through the preconfigured Follow Me destinations until the user answers. If the user does not answer then the Follow Me actions continue until the last destination times out. Typical destinations are a cell phone number or a combination of cell phone and the user's desk extension called in sequence or in parallel (forked calls). Usually the last destination is to send the caller to voicemail.

Usage

The most common use involves programming a series (up to 10 actions) of successive call forwarding actions until one of them results in a pick-up. Once the list has been called and no connection made, the system may route the call to voice mail.

- Follow me allows one number to access all fixed and mobile extensions for all users.
- Ring one or more extensions and/or external numbers in sequence (serialized) or in parallel (forked).
- If a desk phone answers the call first, the user can execute a FMC Transfer to send the caller to a pre-configured destination. Once an external number answers the call the user can blind or attended transfer the call elsewhere.
- If a soft phone answers the call first the user can execute a conference call to another number and the soft phone still has access to any 'Live' feature code.
- Follow Me, used in conjunction with Fixed Mobile Convergence (FMC), provides a single point of contact for any configured extension.

Follow Me Example with FMC



Copy/Paste this link in your browser to read the complete walkthrough to set up this feature: bit.ly/2efGv2k

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

Tel.: 1 866-722-3292 •• info@scopserv.com

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