

Boss-Secretary

DESCRIPTION



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GENERAL

The purpose of the feature Boss-secretary is to allow the boss and secretary to control the diversion of incoming calls for the boss telephone. While the function is active, the calls to the boss telephone will be deflected to the telephone of the secretary, and the corresponding Personal Number (PEN) key LED will indicate that the service is on for both the boss and secretary telephones.

The service can be activated and deactivated by both boss and secretaries by pressing the previously defined PEN key. When the function is active, the PEN key LED turns on at both boss and secretary telephones. When the function is inactive, the PEN key LED turns off at both the boss and secretary telephones. The service can be directly deactivated by only pressing the previously active PEN key or indirectly deactivated by activating an other Personal Number list.

In case of generic extensions, there is no special Boss-Secretary category or class of service. An extension initiated with Personal Number will act as Boss terminal, and an answer position with IRD bypass category will act as secretary terminal.

If a fallback re-direction alternative is wanted (when the Boss-secretary function is deactivated), another Personal Number list can be used. A PEN key for IP/SIP extensions is used to activate and de-activate the Personal Number lists associated to the function key.

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FACILITIES

2.1

CAPACITY AND LIMITATIONS

The boss needs to have an IP phone or a DTS, either with PEN keys. The secretary can either have a DTS, Analog Telephone Set (ATS), Remote extension (RXN) or IP extension (IPeX). The service can be activated or deactivated by either the boss or the secretary, from a DTS or IP phone, by using the PEN key. Note that boss and secretary are not allowed to mix DTS and IP extension types. If the boss has a DTS, the secretary is not allowed to have an IP telephone, and if the boss has an IP telephone, the secretary is not allowed to have a DTS.

A boss can have a maximum of 10 secretaries. A secretary can serve as many bosses as the number of function keys on his/her telephone. When the Boss-secretary feature is active, only calls from the secretary defined for a boss can override the deflection functionality of the boss.

The Personal number list associated to the PEN function key is used for the Boss-secretary functionality. Hence if the Boss-secretary function is active on boss, the numbers of personal number lists on boss are limited to 4. DTS, ATS, RXN and IPeX telephones that are initiated as answering positions in the PN list associated to the function are considered as secretaries

2.2

ACTIVATION AND DEACTIVATION

Both the boss and secretary can activate and deactivate the Boss-secretary function by pressing the previously defined PEN key. The user can also deactivate the function by activating another PN list.

When the function is activated, the personal number functionality is initiated from the boss to the secretaries.

While the function is active, all the calls to the boss will be deflected to the secretary's telephone.

If the feature is deactivated, it is possible to have a fallback re-direction if another PN list is defined for the boss and associated to the PEN key function.

A secretary can control the calls for several bosses. The secretary will have a PEN key for each boss.

2.3

BOSS-SECRETARY SERVICE EXECUTION

When the Boss-secretary service is activated on the boss telephone and it receives an incoming call, a message is sent to the calling party and distribution of the call (using call deflection service) begins in the same way as personal number service execution. After any of the secretaries has answered the call of a boss, if the call is important, the call can be transferred to the boss without deactivating the feature.

2.4

DISPLAY INFORMATION

When Boss-secretary is active on the boss telephone, the active profile number 1 will be shown on the display when in idle state and the PEN key will always indicate that the service is on. If profile 1 has a name assigned then the name of profile 1 will be shown instead of the active profile 1.

When the Boss-secretary service is active on a secretary DTS or IP telephone, the PEN key LED will indicate that the service is on.

3**HARDWARE**

There is no extra hardware for this facility.