

Call Pickup

Overview

Group Call Pickup enables a user to answer any ringing line within their pick-up group. A pick-up group is a group administrator-defined set of users within the group, to which the Call Pickup feature applies.

The Group Call Pickup feature requires Call Pickup groups to be added, modified, and removed as well as assigning specific users to that pickup group.

Feature Operation

To pick up a ringing call to someone in a Call Pickup group, a user dials the Call Pickup feature access code (*98). The user is then connected to the caller and the original called station stops ringing. If more than one line in the pick-up group is ringing, the call that has been ringing the longest is answered.

Members of a Call Pickup group can monitor incoming calls to other members using Busy Lamp Field, Shared Call Appearance or the Receptionist Console. When a monitored member receives a new call, if configured, all monitoring members are notified of the incoming call and any member of the Call Pickup group may pick up the unanswered call by initiating the Call Pickup feature code.

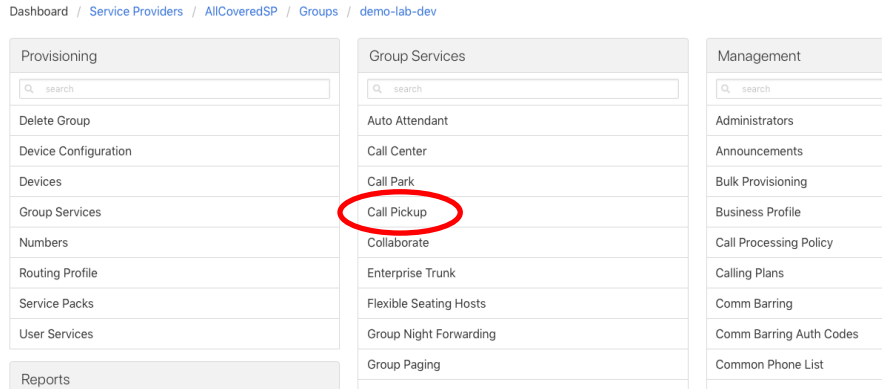
Feature Setup

1. Go to the group admin dashboard.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

| Provisioning | Group Services | Management | Users |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="text" value="search"/> | <input type="text" value="search"/> | <input type="text" value="search"/> | <input type="text" value="search"/> |
| Delete Group | Auto Attendant | Administrators | Conference Room |
| Device Configuration | Call Center | Announcements | Conference Two |

2. Select **Call Pickup** under Group Services.



3. Click the plus icon in the Groups heading to add a new group.



4. Give the group a unique name and click **Save**.

New Group ✕

Name

Cancel Save

5. Select the group you want to configure and then click the gear icon in the Users heading to add users to the group. (A user can only be assigned to one pickup group at a time.)



6. Select each user you want to add to the group and click **Save**.

Select Users

Available (18) [Select All](#) Selected (0) [Select All](#)

search search

| | |
|--|-------------------|
| Allison Brubaker a8a8ad99@kmvoice.com | No Users Selected |
| Brenda Rothfuss a8a8ad899@kmvoice.com | |
| Chris Shaner a8a8ad799@kmvoice.com | |
| David Welker b2a8ad799@kmvoice.com | |
| John Doe b4a8ad799@kmvoice.com | |

Cancel Save