

Group Suspension Using Intercept Group

You use this page to configure the Intercept Group service. The Intercept Group service blocks phone service to an entire group, while providing callers with an alternate phone number and informational message if required.

Steps	Details
<p>Log in to Broadsoft and access the group that you would like to suspend. Click on the "Utilities" link and enable or disable the Intercept Group service.</p> <p>Note: If the Intercept Group feature is not assigned to the group you would like to suspend please contact support@commpartnersconnect.com and one of our support reps will add the service for you.</p>	<p>Click "On" or "Off". All calls to the group are intercepted when the service is turned on. Note that the service is always off when first assigned to a group.</p>
<p>Set the announcement the system will play to callers.</p>	<p>Select one of the following options:</p> <ul style="list-style-type: none"> "Default Announcement": Callers hear the following message: <i>The number you are trying to reach is out of service.</i> "Personal Announcement": Callers hear a custom message you have recorded. Type the path and file name of a .WAV file with your greeting in the <i>Load Personal Announcement</i> text box, or click Browse to select a file on your computer. NOTE: The maximum length of .WAV files is 5 minutes. <p>For details on recording an audio announcement, see the instructions in Record a Personal Greeting or Announcement available on the Partner Resource Center.</p>
<p>Select the information that will accompany the announcement.</p>	<ul style="list-style-type: none"> Check the <i>Play new Phone Number</i> box and enter a phone number in the text box provided, to have the system play the phone number you specify to intercepted callers. The system plays the message: <i>The new number is</i>, followed by the number. Check the <i>Transfer on "0" to phone number</i> box and enter a phone number in the text box provided, to have the system forward callers to the number you specify when the callers push 0. The system plays the message: <i>Press 0 now if you wish to be transferred to the new location.</i>

NOTE: The selections you make on this page are visible to group administrators.

Save your changes.

Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, select another page or click **Cancel** to display the previous page.