

Find Me/Follow Me

Accessibility Feature for Business



The Consolidated Communications Application Server allows users to configure how all or specific calls will be directed to them based upon time of time of day/day of week, and how they wish to answer them.

Business Requirement

Missing an important call can be crucial to a business. Some small-to-medium enterprises do 100% of their business over the telephone and missing an important call means someone else got the business.

Missing an important call from a teacher, relative or doctor's office, etc. can also be just as frustrating and sometimes time consuming. Missing a call from your child to bring their field trip permission slip after you have already left for work can cause others to be frustrated at your inability to be reached when you are needed most.

Challenges

Just as technology advances, so does the rate at which we are on the go. Today, our personal and business schedules find us darting between meetings and traveling by any means necessary to meet with friends, peers and customers. Rarely are we at found at home or sitting behind the desk.

If you are one of these on-the-go people and/or find yourself unreachable by those who need you most but can't seem to stay in one place for very long, then Find Me is for you.

Solution

Consolidated Communications Application Server provides the ability for users to manage the way calls reach them from an easy-to-use browser interface available through their computer or smart phone/PDA.

Service Providers can provision and control who has access to Find Me and how many call screening entries they can create.

Benefits

- Offers end user control of their incoming calls
- Provides service providers with controls that allow flexible feature packaging
- Consolidates call treatments and call routing into one easy-to-use interface

- Supports routing for:
 - All incoming calls
 - Calls from specific numbers
 - Time of Day routing
 - Day of Week routing
 - Multiple Filtering Levels
- Enables service providers to offer and bill for the service as it is utilized.

Step 1: Choosing a Find Me Strategy

Users can login to their Web Portal or Mobile Portal account and within the Call Management tab, they can create one or more Find Me lists within the Find Me sub-tab.

Find Me lists can be one of the following strategy types:

- Ring All
- Sequential
- Sim Ring

Where the first two types (Ring All and Sequential) are only activated when the user's main number is not answered. The last type (Sim Ring) routes calls to this list at the same time the user's main number is ringing.

Step 2: Adding a Find Me List Entry

Using the Add function, users can add their own telephone numbers to the Find Me list by using already assigned numbers for cell, home, office, and other from their My Numbers sub-tab within the Directory tab. These numbers appear in the Find Me pulldown as selections for cell, home, office and other. Users can enter additional numbers not found in the My Numbers tab using the Other selection. Each Find Me list can contain up to 20 entries.

A screenshot of a web browser interface for adding a new Find-Me number. The form is titled "Add a new Find-Me Number" and contains several sections. On the left, there are instructions: "On this screen, you can add a new Find-Me number to a Find-Me list. Click Save to record your changes. Click Cancel to go back to the previous screen." Below this, there are three sections: "Use This Phone Number" (with a dropdown menu set to "Other"), "No Answer Timeout" (set to "15 seconds"), and "Menu Timeout" (set to "15 seconds"). At the bottom, there is a "Challenge Type" dropdown menu set to "Call from 'Caller ID' press * to answer". At the bottom of the form, there are "Save" and "Cancel" buttons.

Find Me/Follow Me

Step 3: Choosing How You Answer a Call

Each number that is added to the list can be configured to Find you differently. Some users want privacy and share the telephone with multiple people so enforcing that a password be entered before routing the call is preferred. Others want to be forced to enter a “*” to answer to ensure the call is not routed if an answering machine or voice mail service picks up. Still others want to route the call immediately with no request or challenge to be entered.

Furthermore, configuration allows the user to determine if they want the incoming Caller ID or who the call is intended for to be announced to them when the call is routed for answering. An example of this is when routing important business clients to your home number may necessitate the following be played if there is a risk of someone other than you answering it:

- This is an incoming call for John Smith from (936) 555-1234. Please enter your password to accept the call or press 1 to route the call to voice mail.

Challenge Type

Call from <Caller ID> press * to answer
Call from <Caller ID> press * to answer
Call from <Caller ID> enter pwd to answer
Call for <User Name/Number> press * to answer
Call for <User Name/Number> enter pwd to answer
Call for <User Name/Number> from <Caller ID> press * to answer
Call for <User Name/Number> from <Caller ID> enter pwd to answer
No Challenge (No Announcement; No input required)

Step 4: Configuring What Incoming Callers Hear

Users can also control through Web Portal/Mobile Portal several parameters that make the feature flexible for their use.

Within the Find Me Options users can enable or disable a menu played to incoming callers when Find Me is reached in a No Answer situation and the user has voice mail enabled. The default menu tells the caller to “Please wait while we try and locate your party, or press 1 to leave a message.” Some users do not wish for the incoming caller to know that they are not in the office or not at home so they disable this announcement and menu. When disabled, the incoming caller will hear traditional ring back or a personalized ring tone (or enterprise ring tone) if one is applied to the call.

Find-Me List Name

Find-Me Strategy

Show Caller ID

Play Please Wait... prompt

Step 5: Configuring Timeout Values

Users can also configure timeout values for each Find Me entry allowing for different call handling based upon variances in telephone vendors.

The Menu timeout value controls the amount of time if challenge is enabled, that the subscriber will hear the repeating menu of what to do with the incoming call.

Choices are to answer the call with either the configured * or password, press 1 to route the call to voice mail or hangup to ignore the call. If ignore is chosen, the call will be routed to the next number in the Find Me list, or in the case of SimRing, other FindMe phones may still ring. The call will be routed to the no answer destination configured in call treatments or by the service administrator (default is voice mail if configured) once all destinations have failed to answer.

The No Answer timeout controls the amount of time this entry is tried before the next entry is attempted (if sequential is chosen) or routed to the no answer destination configured in call treatments of by the service administrator (default is voice mail if configured).

No Answer Timeout

Menu Timeout

Step 6: Choosing What You See

The Show Caller ID flag if enabled can be very useful to help the subscriber know who the call is from by looking at the caller ID. The flag if disabled can also be very informative showing the subscriber’s main number so they know this call is routed via Find Me.

Step 7: Adding More Than One List

Users can add up to 9 Find Me lists using them for different incoming callers and different times in the day / days of the week. An enterprise example is to have one Find Me list for Business hours and another Find Me list for Nights and Weekends. Each list having the same of different numbers to reach you at and different routing strategies and timeout values.

Find Me/Follow Me

- Find Me Days –
 - Incoming SIM RING to Cell Phone
 - Doesn't tell callers to "Please Wait while we locate your party...." So incoming business calls think I am in the office.
 - Does not ask me to enter a * or password to answer my cell phone which takes up additional time.
 - Show Caller ID is disabled so that when I receive a Find Me call I know it's a work-related call.
- Find Me Nights/Weekends –
 - No Answer SEQUENTIAL RING to Cell then to Home
 - Does tell callers to "Please Wait while we locate your party or press 1 to leave a message" so they can have an option not to bother me after hours.
 - When reaching me via cell I must press * to answer the call but also gives me other choices to route the call to voice mail or hang up to ignore the call if my time is too short to take a business-related call. This entry will be attempted for 30 seconds before trying me elsewhere.

If I don't answer via cell, the system will attempt to reach me at home but will announce that this call is for me and will require a password to be entered before accepting the call just in case someone else but me answers the telephone.

Step 8: Apply Find Me to All Calls

Once one or more Find Me lists are created, the user can access the Call Treatment tab within Call Management and edit the Default value if they want all calls to be routed to Find Me.

From the pulldown selection choose Find Me and select a Find Me list previously created. Click Save and all calls no matter when they come in will be routed to this find me list.

Default Action

Find-Me List Name

To add time of day/day of week filtering select the Advanced tab at the bottom of the screen. Within Filter 1 select the time range and days of week that the system should try to reach you using the Find Me list created. Select the Find Me treatment and choose the Find Me list created. If another time of day/day of week pattern is needed if the call passes through the first filter, enter it as Filter 2, etc through Filter 4. The last filter called Default is where the call should be routed if none of the time of day/day of week filters is true. This will override what was previously configured by the administrator.

Advanced

Advanced Default Forwarding

Time of Day specific Default Forwarding can be accomplished by properly configuring the provided Forwarding Actions.

Start by selecting the desired Action. Next provide a Forwarding Number if required.

Select a Start Time and End Time for this Action to cover. Finally, select the Days that Screening Action should occur on. Clicking the Everyday link will cause all Days to be selected.

Checking All Day will cause this Action to be in effect 24 hours a day. Checking Everyday will cause this Action to be in effect 7 days a week.

A Default Action can also be specified, and will be used whenever the specific Time of Day configurations do not apply.

Click the Save button to record your new Default Forwarding configuration.

Time of Day Action 1: Find-Me

Find-Me List Name: Find Me Days

All Day:

Start Time: 08 : 00

End Time: 17 : 00

Everyday:

Days: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Time of Day Action 2: Disabled

Time of Day Action 3: Disabled

Default Action: Find-Me

Find-Me List Name: Find-Me Nights & Weekends

Save Cancel

Once the filtering is populated, save the entry and it will show in the call treatment list with a clock icon denoting a time of day filter is applied. All green icons denote no time of day filtering is applied.

Name	Incoming Number	Action	Forward Number	Functions	Select
Default Forwarding	All Unscreened	Find-Me	Find Me Days Find-Me Nights & Weekends		
Annoying Fax Line	972555*	Virtual Ring			<input type="checkbox"/>
Daycare	(972) 423 0002	Forward to Number	(214) 215 0662		<input type="checkbox"/>
My husband	(214) 215 2206	Priority Call	Find-Me Nights & Weekends		<input type="checkbox"/>

Add Options Delete

Step 9: Apply Find Me to Specific Calls

A new Call Treatment can be created by selecting the Add selection at the bottom of the screen if specific incoming calls should be routed to this Find Me list.

Complete the fields for Incoming Number (wildcard * is accepted at the end of a string) and Name. Select Find Me from the selection pulldown and choose the Find Me List created.

To add time of day/day of week filtering in the section called Filter 1 select the time range and days of week that the system should try to reach you using the Find Me list created. Select the Find Me treatment and

Find Me/Follow Me

day/day of week pattern is needed if the call passes through the first filter, enter it as Filter 2, etc through Filter 4.

The last filter called Default is where the call should be routed if none of the time of day/day of week filters is true. This will override what was previously configured by the administrator.



Step 10: Make a Test Call

Make one or more test calls ensuring calls are routed as desired.

Other Feature Interactions

This table outlines the order of call treatment precedence if the Find Me list is invoked in a no answer condition (Ring All or Sequential strategies):

	OOS	DND	Busy	No Ans
Call Screening on No Answer				
Fwd On Busy			X	
Fwd on No Ans	X		X	X
New Call Screening				
Call Block	X	X	X	X
Forward to Number	X	X	X	X
Forward to VM	X	X	X	X
Forward When Busy			X	
Virtual Ring	X	X	X	X
Priority Call	X	X	X	X
Urgent Call	X	X	X	X
Call Forwarding on New Call				
Forward All	X	X	X	X
Forward When Busy			X	

	OOS	DND	Busy	Idle
Privacy				
Privacy Guard	X	X	X	X
Anonymous Call Reject	X	X	X	X
New Call Screening				
Call Block	X	X	X	X
Forward to Number	X	X	X	X
Forward to VM	X	X	X	X
Forward When Busy			X	
Virtual Ring	X	X	X	X
Priority Call	X	X	X	X
Urgent Call	X	X	X	X
Call Forwarding on New Call				
Forward All	X	X	X	X
Forward When Busy			X	

This table outlines the order of call treatment precedence if the Find Me list is invoked at the beginning of a call (Simultaneous Ring strategy). This table order of precedence should be read as top to bottom: