

NTWphone

Call Back

NTFW®

ADVANTAGES

- Call-back reminder with individual time specification
- Any number of call-back reminders possible
- Active call-back list with dial and delete functionality
- Forwarding to voice mail
- Back service for internal contacts: Signalling call-back request or availability

Flexible call-back service

The Call Back Service offers different functionalities if an internal or external contact is unavailable. The following options exist:

- Call-back reminder with caller's individual time specification
- Forwarding to voice mail
- (Internal) contact will be notified of call-back request
- Information as soon as (internal) contact is available again

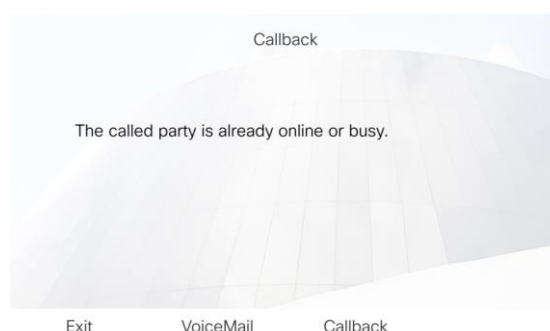
Call-back reminder

A call-back reminder is easily set directly on the phone if a called contact is busy. The call-back list then saves multiple call-back reminders.

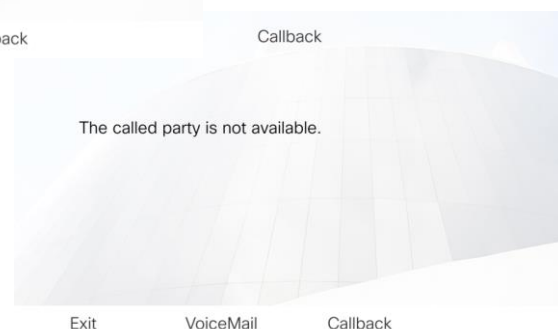
The time interval for the display (duration) of the call-back service as well as the call-back interval and the maximum period of the call-back reminder are set-up in the central configuration beforehand. Different call-back profiles are available:

- Call-back display on no answer
- Call-back display on busy
- Call-back display on second call (call waiting)
- Direct forwarding to voice mail

The active call-back list is accessible to the user at any time. Dialling or deleting an entry can be executed directly in the list.



Display "busy" with menu – voice mail, call-back request or end



Display "unavailable" with menu – voice mail, call-back request or end



Forwarding to voice mail

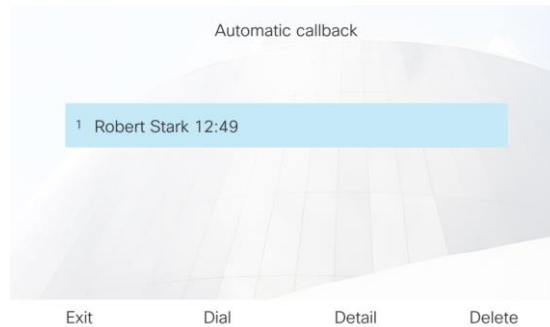
Instead of setting a call-back reminder, the caller may choose to be forwarded to the voice mail and leave a voice message.



Internal call-back service

For internal calls a call-back request can be made if the desired contact is busy. A message will appear on the phone as soon as the contact is available again.

Alternatively, a pop-up may be set which will be shown on the called party's phone when they hang up. The call-back may be initiated using the simple push of a button (automatic call-back).



Call-back list on the phone – menu containing call, delete or detail view

Contact:

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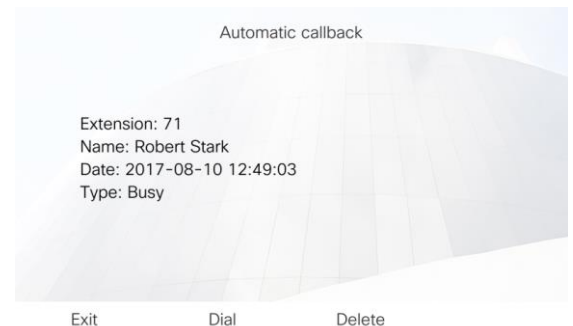
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Automatic pop-up for set call-back request after time interval

Prerequisites

Hardware

4 CPUs (Cores)
8 GB RAM
Gigabit-/Fast-Ethernet network interface card
120 GB hard disk for installation
Virtualization supported (VMware & HyperV)

Software

Microsoft Windows 2019 or 2016
NTWphone Server

ICT system

Cisco Unified Communications Manager 10.x (and higher)

Phones

Cisco IP Phone series with display