

NTWphone

Busy Alerter



ADVANTAGES

- IVR menu instead of busy tone for external callers
- Options are centrally defined and configured:
 - o VoiceMail
 - o Holding stack
 - o Forwarding to another number

Selection menu instead of busy partner

The Busy Alerter Service is used when an external caller tries to reach an internal extension in busy state.

Instead of the classic busy tone the caller is presented with an IVR menu containing the following options:

- Forwarding to VoiceMail
- Holding stack, until contact is available again
- Forwarding to another number – i.e. main office

Which options are available is centrally configured and set-up beforehand.

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)



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