

The Directed Call Pickup with Barge-In service allows users to take a call for another group member or initiate a 3-way call if the call is already active.

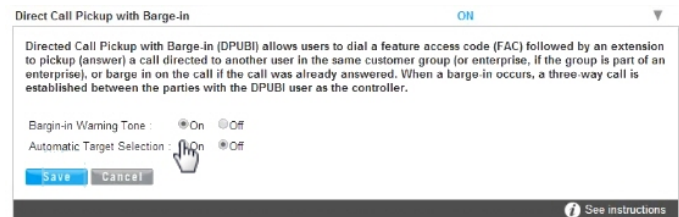
The Barge-In Exempt service also allows authorized users to deny attempts to Barge In on their line. These are ON | Off services when the organization allows user access.

Set Up

1. Sign into the **Voice Services Portal** website and go to **Settings** (or click on the **View All Features** link in the Basic Features card in the Dashboard).
2. Click on the *View/Edit* drop-down arrow adjacent to the service you wish to modify to review the settings.

Directed Call Pickup with Barge-In

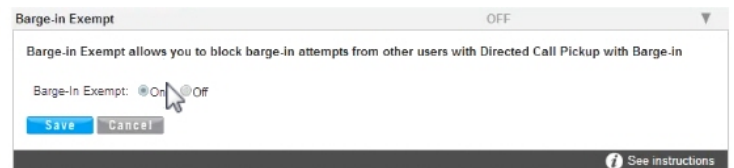
1. Barge In Warning Tone: ON | Off (default)
This setting enables the notification tone.
2. Automatic Target Selection: ON | Off (default)
This setting enables Pickup/Barge-In.
3. Click **Save** to submit the change.



Barge-In Exempt

1. Barge In Exempt: ON | Off (default)
2. Click **Save** to submit the change.

Please note: This setting disables Pickup/Barge-In on your telephone line, disallowing assistance when you may need it from a Supervisor.



Use

Directed Call Pickup/Barge-In from Your Desk Phone

Press ***33** and enter the extension/number when prompted.

- If the call has not been answered on that line, the call is redirected to your line.
- If the call has been answered, a 3-way call is initiated.
A tone will notify the agent that someone has joined the call if that setting has been enabled.

NOTE: A line will not allow Directed Call Pick Up or Barge in if the user has Barge-In Exempt enabled.