BARGE-IN

MOMENTUM

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 <u>deny</u> 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.
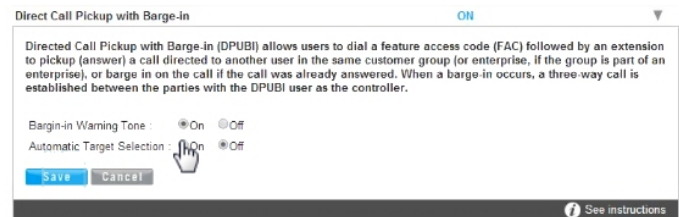
Barge-In Exempt

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.