

Toll Free Number Setup



Incoming Call from Toll Free number

Greeting

Verify the correct department

No

Send call to main directory

Yes

Yes

Is there an available Agent?

No

Place call on hold with Branded music

After 30 seconds, is the call still on hold?

10 min trigger

After 10 min transfer to manager

Simultaneous Ring for floor leader to mobile and desk

Yes

Transfer to Agent