

Feature Overview

Adding efficiency through the introduction of Auto Attendants to automatically route calls or the use of the Monitoring feature to increase the visibility of a user's phone status are common benefits of the BroadCloud PBX service.

However, not everyone needs or wants to be included in these options. Some executives may not want others to be able to monitor their phone status and some businesses may want the Dial by Name Directory to only route to select users. The Privacy feature allows you to realize the overall benefits of the solution, while maintaining select exclusions as needed.

Feature Prerequisites

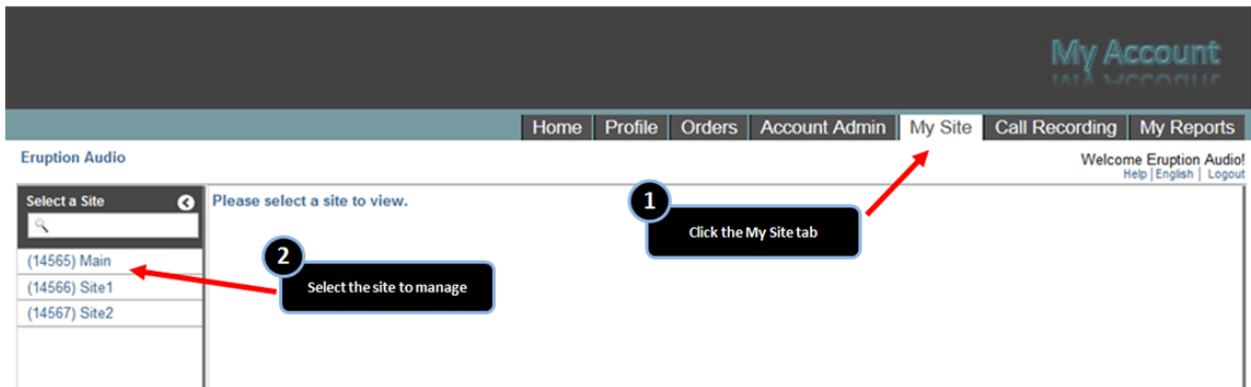
Before the privacy service can be used the following conditions must be met:

- All phone numbers need to be assigned to a station, device and user
- The Privacy feature is available only on Executive, Hosted Square Key, and Hosted PRI – User stations

Feature Setup

To use this service, log into My Account, then simply follow the steps detailed below.

Step 1. Go to My Site and Select a Site



Step 2. Select User Features and then the Sharing tab

The screenshot shows the Eruption Audio dashboard. At the top, there are navigation tabs: Home, Profile, Orders, Account Admin, My Site, Call Recording, and My Reports. Below this, a sidebar on the left lists site options: (14565) Main, (14566) Site1, and (14567) Site2. The main content area has a sub-navigation bar with tabs: Phone Assignment, Device Managem..., Site Services, User Features, Call History, and Notes. The 'User Features' tab is highlighted with a red arrow and a callout box containing the number '1' and the text 'Select the User Features tab'. Below the navigation, the main content area displays 'Welcome to My Site' and a list of quick links: Add/Modify Users, Set Up Auto Attendant, Share a Line, and Set Business Hours.

Step 3. Select the Privacy option

The screenshot shows the Privacy configuration page. At the top, there is a header 'Privacy' and a instruction: 'Click on the row to view/configure Privacy for that number'. Below this is an 'Edit' button. A search bar is present. The main content is a table with columns: First Name, Last Name, Phone Number, and Extension. A red arrow points to the first row of the table, which has a callout box containing the number '1' and the text 'Select a number to configure and then select the Edit button'. The table contains the following data:

First Name	Last Name	Phone Number	Extension
21	35	2123901135	1135
.	2125413203	2125413203	3203
Antu	2125413200	2125413200	3200
.	3422981026	3422981026	1026
.	3422981112	3422981112	1112
.	3422981014	3422981014	
.	3422981072	3422981072	1072
Steve	Test	2123901138	1138
sikki	nixx	2125413101	3101

At the bottom of the page, there is a pagination control showing 'Page 1 of 1', 'Records per Page 10', and 'Clear Filters'. The status 'Displaying 1 - 9 of 9' is also visible.

Step 4. Configure your Auto-Attendant Privacy settings for that user

Antu 2125413200-2125413200

Auto-Attendant Privacy Settings

- Do not allow dialling to user extension
- Do not include user first name or last name in lookup
- Enable selective monitoring by others

Available Monitoring			Authorized Monitoring		
Phone Number	First Name	Last Name	Phone Number	First Name	Last Name
2123901138	Steve	Test	2123901135	21	35
2125413101	sikki	nixx			
3422981072	.	3422981072			
2125413203	.	2125413203			
3422981026	.	3422981026			
3422981112	.	3422981112			
3422981014	.	3422981014			

Drag & Drop numbers between the boxes

Save Cancel

1 This selection prevents extension dialing out of the Auto Attendant for this specific user

2 This selection prevents the ability to dial by first or last name.

3 Determines who can monitor your specific phone

4 Drag and drop numbers from the left side to the right side

Select Auto-Attendant Privacy Settings.

- If **“Do not allow dialling to user extension”** is selected, callers that reach an auto attendant will not be able to dial by extension to that user.
- If **“Do not include user first name or last name in look up”** is selected, callers that reach an auto attendant will not be able to dial that user by first or last name.

Assign users that will be able to monitor your phone