VoiceManager

Business Continuity

In the past, if telephone lines that serve your business were cut, or a weather or facility-related disaster occurred involving a tornado, fire, or flooding, chances are your company's ability to place, receive, or reroute calls was jeopardized or lost until service was restored. However, Cox Business provides multiple 24/7 options that your firm can use to manage telecommunication needs.

Through telephone or Internet browser access, you can leverage the following VoiceManager features remotely to strengthen your company's plan for Business Continuity and Disaster Recovery.

Set Emergency Call Routing on Every Line	
Feature	**Capability**
Call Forwarding No Reachable	Route calls automatically to a different number in the event of a fiber cut, power outage, flood, etc. that impacts your connectivity to our network.
Answer Calls from Anywhere	
Call Forwarding Busy	Send calls that encounter a busy to another number or voice mail if preferred.
Call Forwarding No Answer	Forward all unanswered calls to another number after a set number of rings.
Call Forwarding Always	Send all calls instantly to another number or even voice mail
Remote Office	Forward calls automatically to another office, home, cell phone, or any direct dialed number.
Call Forwarding Selective	Forward calls to a different phone number based on telephone number and time of day criteria.
Makes Calls from Anywhere	
Toolbar / Personal Call Manager	Initiate outbound calls from any location by remote access via phone and internet browser. Calls use the office Caller ID and will be billed to the company. Access is also available to place calls using abbreviated dialing options such as Speed Dial, Group, and Personal callings lists.
Voice Portal	Initiate outbound calls through the Voice Portal from any working telephone. Calls made will use the office Caller ID and be billed to the company. No internet browser access is required.

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Reroute Company Calls / Manage Crisis Communications	
Feature	**Capability**
Auto Attendant	Reroute incoming calls to different telephone numbers and locations to prevent calls from being missed. Record and upload a new Auto Attendant Greeting that advises callers of the crisis situation and provides new call routing options
Hunting Services	Change the number of people available to answer calls to the main directory number during a crisis. Reroute these calls to remote sites where phone service is operative.
Simultaneous Ring	Enable incoming calls to simultaneously ring at different locations, increasing opportunity for answering.
Selective Acceptance	Accept only calls from targeted audiences such as your company's crisis team, the media, or executives during a situation that impacts business continuity.
Instant Group Call	Pre-arrange a Crisis Hotline to conference multiple phone users by dialing a single number.
Voice Mail	Access remotely any Voice Mail equipped line and re-route calls from ringing in the office to being answered by Voice Mail.
Unified Messaging	Enable all E-mail and Voice Mail user messages to arrive together in their same E-mail box to prioritize responses.
Custom Ringback Group	Create a crisis status message that all callers will hear while they are waiting for their ringing call to be answered.