VoiceManager

Setting Up...

Incoming Calling Plan

Feature Description

Incoming Calling Plan allows you to manage the way incoming calls are received by groups or accounts. Incoming Calling Plan is available for all VoiceManager packages and services.

Solution

Maximize efficiency by managing the way incoming calls are received by employees with Incoming Calling Plan settings.

Setup

Define an Incoming Calling Plan for an Account

Incoming Calling Plan By Account

Account	Inside Group	Outside Group		Collect Calls
Group Default	☑	Allow Always	▾	☑
		Never		
		Allow Transfer		
131203502501	☑	Allow Always		☑

Cancel   Save

Incoming Calling Plan by Account:

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **User & System Management** tab.
4. Under the **Call Access** section, click the **Incoming Calling Plan** link.
5. Click the **Inside Group** checkbox to the right of the account name to establish the account can accept incoming calls from members inside the group only.
6. Click the **Outside Group** drop-down menu to select when members of an account can receive and transfer calls from others. The options are: **Never**, **All Transfer**, and **Allow Always**.
7. Click the **Collect Calls** checkbox to define whether members of the account can accept incoming collect calls.
8. Click the **Save** button.

Result: A message indicates the **Incoming Calling Plan** saved successfully.

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Define an Incoming Calling Plan for a User

Incoming Calling Plan By User:

1. Follow steps 1-4 from **Incoming Calling Plan for an Account**.
2. Scroll to the **Incoming Calling Plan by User** section and click the **Show Users** link to view the list of users.
3. Locate a specific user by entering values in the **Search** fields, or view all users.
4. Click the **Edit** link to the right of the user you want to modify.
5. Follow steps 5-7 of the **Incoming Calling Plan for an Account** for the user.
6. Click the **Save and Return** button.

Result: A message displays that the **Incoming Calling Plan** was saved.