

Feature Description

Priority Alert allows selection of a different ring type for certain incoming calls, such as a specific person, or a call from inside or outside a group. This feature is available with VoiceManager Office and Anywhere packages, and IP Centrex service.

Solution

Increase customer satisfaction while making sure to answer the most important calls first. The Priority Alert feature allows you to identify specific callers with a distinctive ring based on creating distinctive alert rules.

Setup

Turn On Priority Alert

Call Settings
Priority Alert ON

Priority Alert allows you to identify specific callers with a distinctive ring based on the alert rules you create.
To turn on the feature, select the "On" checkbox beside the Priority Alert Rule.

Priority Alert Rules
Listing 1 Priority Alert Rules

On	Description	Calls From	Action	Manage
<input checked="" type="checkbox"/>	Marketing	Any External Phone Number	Yes	Edit Delete

[Add Priority Alert](#)

[Cancel](#) [Save](#)

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Call Settings** tab.
4. Under the **Call Receiving** section, click the **Priority Alert** link.
5. Click the **On** checkbox next to a **Priority Alert Rule** from your list.
6. Click the **Save** button.
7. Click the **Add Priority Alert** link to create a new rule.
8. Enter an explanation for the rule in the **Description** field.
9. Select the type of phone number to apply the rule to in the **When Receiving Calls From** drop-down menu.
10. Click the **Use Priority Alert** or **Do Not Use Priority Alert** radio button to define how to treat the call.
11. Select when to apply the rule by clicking an option in the **During Regular Schedule** and

During Holiday Schedule drop-down menus.

*Create separate **Priority Alert Rules** if both a **Regular** and a **Holiday Schedule** are desired.*

*See **Setting Up Schedules** for instructions on how to create and edit a schedule.*

12. Click the **Save and Return** button.

Edit / Create a Priority Alert Rule

Call Settings
Priority Alert

Create a new Priority Alert by providing a description and specifying which phone numbers will trigger the alert. Priority alerts can be set to occur when receiving calls from any external phone number or specific phone numbers. Select which regular or holiday schedule to use for this Priority Alert.

* = Required

Priority Alert Rule

* **Description:**

When Receiving Calls From: Any External Phone Number

Action: Use Priority Alert Do Not Use Priority Alert

During Regular Schedule: Every Day, All Day

During Holiday Schedule: None

1. Follow steps #1-4 from **Turn On Priority Alert**.
2. Click the **Edit** link to make changes to an existing rule, or the **Add Priority Alert** link to create a new rule.
3. Enter an explanation for the rule in the **Description** field.
4. Select the type of phone number you want to apply the rule to in the **When Receiving Calls From** drop-down menu.
5. Define how you want to treat the call by selecting the **Use Priority Alert** or **Do Not Use Priority Alert** radio button.
6. Select when you want the rule to apply by choosing an option in the **During Regular Schedule** and **During Holiday Schedule** drop-down menus.

See **Setting Up Schedules** for instructions on how to create and edit a schedule.

7. Click the **Save and Return** button.