



## ClearPath MVP Commonly Used Features

### Alternate Numbers

Allows a user to have up to ten alternate phone numbers in addition to the user's main phone number. The user can assign one of four distinctive ring patterns for each alternate number and in addition each distinctive ring pattern has a distinctive call waiting tone.

### Aliases

Directly access your voice messages from other pre-defined numbers.

### Anonymous Call Rejection

This service enables a user to reject calls from anonymous parties who have explicitly restricted their identities. By activating the service, callers who have restricted their identities are informed that the user is not accepting calls from restricted users. This service does not apply to calls from within a group.

### Automatic Callback

The Automatic Callback (ACB) service allows users to monitor a busy party and automatically establish a call when the busy party becomes idle. Upon reaching a valid ACB busy condition, the users hear an announcement asking if they would like to monitor the line and be called back when it is idle. To activate ACB, the subscriber enters the digit prompted for and then goes on-hook. As soon as the called party becomes idle again, ACB attempts to re-establish the call between the subscriber and the previous busy party. The ACB service can only be activated against a destination within the same group. ACB is authorized and provisioned as a subscriber service, and can be enabled and disabled by the subscriber.

### Automatic Hold Retrieve

The Automatic Hold/Retrieve (AHR) service provides an alternate method to hold and retrieve calls for Broadworks users. This service is assigned to users so that their incoming calls are automatically held and retrieved without having to use feature access codes. This service is useful for attendants who handle many incoming calls, by allowing them to hold calls simply by transferring them to dedicated parking stations. This service also allows the holding of calls without having to use a flash key, which many SIP CPEs do not provide.

### Barge – in Exempt

Block Barge-in attempts from other users with Directed Call Pickup with Barge-in.

### Busy Lamp Field

The Busy Lamp Field (BLF) service enhances ClearPath MVP to support a SIP phone-based attendant console. It allows monitoring the hook status and remote party information of users via the busy lamp fields and appears on an attendant console phone. It enables SIP attendant console phones to subscribe to a list of resources (users) to monitor, and receive notifications of the state of the monitored resources.



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### Calling Line ID Blocking Override

Allows a user to override calling line identity presentation restrictions.

### Call Forwarding Always

This service enables a user to automatically redirect all incoming calls to another destination.

### Call Forwarding Busy

This service enables a user to redirect incoming calls to another destination when the user is busy.

### Call Forwarding No – Answer

This service enables a user to redirect incoming calls to another destination when the user does not answer within a specified number of rings.

### Call Forwarding Selective

This service enables a user to define criteria that causes certain incoming calls to be redirected to user specified destinations.

### Calling Party Category

Allows a category to be associated with a subscriber. The category is included in the signaling for all outgoing calls.

### Call Notify

This service enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification to a user-specified address.

### Call Return

This service enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials a recall feature access code. The system stores the number of the last party that called and attempts to connect the user to that party.

### Call Trace (Customer Originated Trace)

This service enables the recipient of an obscene, harassing, or threatening call to request that it be automatically traced by dialing a feature access code after the call.

### Call Waiting

This service enables a user to answer a call while already engaged in another call.

### Client Call Control

Provide access to your account for third-party call control applications.

### CommPilot Call Manager

The CommPilot Call Manager enables a user to use a web-based tool for service invocation and call control.

### CommPilot Personal Web Portal

This service allows users to configure and customize services.



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### CommPilot Express

CommPilot Express enables a user to pre-configure multiple profiles for managing incoming calls differently, based on a preset status as follows:

Available – In the office

Available – Out of the office

Busy

Unavailable

### Directed Call Pickup

Directed Call Pickup allows a user to dial a feature access code followed by an extension, to pick up (answer) a call directed to a user with that extension (in the same customer group).

### Directed Call Pick up with Barge-in

Directed Call Pickup with Barge-in (DPUBI) allows users to dial a feature access code (FAC) followed by an extension to pickup (answer) a call directed to another user in the same customer group, or barge in on the call if the call was already answered. When a barge-in occurs, a three-way call is established between the parties with the DPUBI user as the controller.

### Do Not Disturb

This service allows users to set their status as unavailable.

### External Calling Line ID Delivery

Provides Calling Line ID information of an external caller.

### Feature Access Codes

Display the feature access codes (star code) for your services.

### Flash Call Hold

Hold a call with a feature access code when using access code an extension.

### Greetings

Load or modify your voice messaging greetings.

### Group Directory

Displays the group directory list.

### Internal Calling Line ID Delivery

Provide Calling Line ID information of group member when called.

### Intercept User

Prevent your phone number from receiving calls.

### Last Number Redial

Call the last number you dialed.



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<b>Line ID Blocking</b>	Prevent your phone number from being displayed when calling other numbers.
<b>Outlook Integration</b>	Access your Outlook contact information from your CommPilot Call Manager.
<b>Push to Talk</b>	<p>The Push To Talk (PTT) service allows a user to call another station, where the system requests that the destination station automatically answer. This provides for intercom-like functionality. A user or administrator can specify an accept list and a reject list. These are used to screen incoming Push-To-Talk sessions.</p> <p>The accept list indicates which users are allowed to call a station.</p> <p>The reject list indicates which users are not allowed to call a station.</p> <p>In both lists, a wildcard can be used, which indicates all stations.</p>
<b>Personal Phone List</b>	Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.
<b>Priority Alert</b>	Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.
<b>Remote Office</b>	This service enables users to access and use their Broadworks profile and services from any device, on-net, or off-net (for example, home office or mobile phone).
<b>Selective Call Acceptance</b>	This service enables a user to define criteria that allows incoming calls. All calls that do not meet the specified criteria are rejected and provided a treatment.
<b>Selective Call Rejection</b>	This service enables a user to define criteria that causes certain incoming calls to be rejected and provided a treatment. All other calls terminate as usual.
<b>Sequential Ring</b>	This service allows users to define a "find-me" list of phone numbers or URLs, which are alerted sequentially upon receiving an incoming call that matches a set of criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search at any point to leave a message by pressing a DTMF key.
<b>Simultaneous Ring Personal</b>	Ring multiple phones simultaneously when calls are received.



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### Shared Call Appearance

This service allows an incoming call to appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the main location, such as in an administrative assistant/executive scenario for instance.

### Speed Dial 8

Dial pre-defined number by dialing only one digit.

### Speed Dial 100

Dial a pre-defined number by dialing only one digit.

### Voice Management

Recorded messages for calls that are not answered within a specified number of rings or for busy calls.

### Voice Portal

Change Voice Portal options for the user.