Manage advanced features

You can view or manage advanced AT&T Collaborate℠ calling features assigned to you. If you have questions about whether you have access to a feature, contact your administrator. Advanced features provide greater flexibility for ways that callers can reach you.

For information about common features, see Manage common features.

For details about how to access and manage a specific feature, click the associated link below:

Access the Features page
Anonymous Call Rejection
Automatic Callback
Barge In Exempt
Call Notify
Contact centers
Intercom
Receptionist Web Console
Selective Call Rejection
Virtual Office

Access the Features page

You view and manage features from the Features page. The process is similar for most features:

1. On the Collaborate homepage, on the left menu, click Features. The Features page appears with 2 sections:
   - Common features
   - Advanced features
2. Scroll down the page, and then click View advanced features.
   One of the following options appears in the section for each feature:
   - An Edit icon
   - A View only button
   - A Status switch (to turn the feature on or off)
   - A Set up button
Anonymous Call Rejection

With Anonymous Call Rejection, the Collaborate service rejects calls that have caller ID marked as anonymous. Calls with unavailable caller ID or other caller IDs are accepted. Rejected callers receive a message that states that you aren't accepting calls from unidentified callers.

Turn on Anonymous Call Rejection

- On the Features page, in the Anonymous Call Rejection section, under Status, turn the feature on or off.

Automatic Callback

This feature monitors a busy number you have called, and completes the call when it becomes free.

Turn on Automatic Callback

- On the Features page, in the Automatic Callback section, under Status, turn the feature on or off.

Barge In Exempt

Use this feature to block anyone from interrupting or joining a call.

Turn on Barge In Exempt

- On the Features page, in the Barge In Exempt section, under Status, turn the feature on or off.

Call Notify

Use this feature to send a notification email with a caller's ID (name and phone number) when the call matches all pre-defined criteria. Each Call Notify criteria entry can include up to 12 phone numbers or digit patterns, a business schedule, and a holiday schedule.
Add criteria

1. On the Features page, in the Call Notify section, click Set up or Edit. The Call Notify page appears.
2. In the Send email to field, enter the email address where you want to send notifications.
3. Click Add criteria. The Add criteria page appears.
4. Enter a description, select an action, and then select schedules (Business and Holiday).
5. Select whether you want to receive notifications when calls come from:
   - All phone numbers
   - Certain phone numbers.
     Note: If you select this option, check 1 or more of these boxes:
       - Anonymous phone numbers
       - Unavailable phone numbers
       - Specific phone numbers (up to 12)
         o Enter a 10-digit phone number, and then click Save.
         o Repeat these steps to add up to 12 phone numbers.
6. To receive an email notification when a call comes in to your primary number or to your alternate number, under Notify calls to, check the corresponding box.
7. When you’re finished, click Save.
8. To manage this notification, under Status, turn the notification on or off.
9. When you’re finished, click Save.

Contact centers

The Contact Center Bundle includes applications that enable organizations to run and supervise contact centers. Contact centers route incoming calls to a group of users, or agents.

View agent settings and assigned supervisors

1. On the Features page, in the Contact Center bundle section, click Edit. The Contact Center bundle page appears.
2. To view agent settings, in the Contact Center Agent Web Client section, click Edit. The Contact Center Agent Web Client page appears.
3. To view a list of your contact centers, in the Contact Center Agent Web Client section, click View. The Contact Center Supervisor page appears.
Intercom

With this feature, you can call another user and the user's phone will automatically answer the call in speakerphone mode. Intercom is only available with IP phones.

If your administrator has assigned you as an originator for an Intercom Group (a person who can start intercom calls to the whole group), you'll see the Intercom Group information on your Collaborate homepage.

Make an intercom call

- To call another user in intercom mode, enter *96 and the user's extension. The user's phone automatically answers in speakerphone mode.

View intercom group information

- On the Features page, in the Intercom section, click Edit. The Intercom page appears. You can view your intercom groups, personal intercom settings, and assigned users.

Top

Receptionist Web Console

Front-office receptionists or phone attendants in your company can use the Receptionist Web Console program in Collaborate to monitor and manage users' calls.

If your administrator has assigned Receptionist Web Console to you, you can start the program from the Collaborate homepage. After you start the Receptionist Web Console, you can:

- Monitor the line status of selected users
- Answer and hold calls
- Drag calls to transfer them
- Place direct calls
- Place calls from your Contacts list, call history, and speed dial codes
- Search the company directory
- Create and manage conference calls for 3 or more contacts

Open the Receptionist Web Console

- On the Features page, in the Receptionist Web Console section, click Open. The Receptionist Web Console opens in a new Web browser, where you can monitor and manage users' calls.
**View assigned receptionists list**

2. The Receptionist Web Console page opens. Review the assigned receptionists list.

---

**Selective Call Rejection**

Use this feature to reject calls from specific phone numbers at specified times. You can screen up to 12 phone numbers, with a business hours schedule and holiday schedule for each number. A call must meet all criteria to start Selective Call Rejection.

**Manage Selective Call Rejection**

1. On the Features page, in the Selective Call Rejection section, click Edit. The Selective Call Rejection page appears.
2. Click Add criteria.
3. Click Advanced mode. The Add Criteria page appears.
4. In the Profile section, enter a criteria name, choose an action, and then select schedules (Business and Holiday).
   - **Note:** For each setting, you can specify whether the criteria will cause calls to be rejected, forwarded, or ring your phone.
5. Select call forwarding preferences, enter up to 12 phone numbers, and then click Save.
   - **Note:** When a call is blocked, the caller is informed that you don't want to receive the call.

---

**Virtual Office**

Use this feature to receive calls while you're away from your desk. You can also use click-to-call to make calls while you're away from your desk that appear as though the calls came from your desk. If you're using the Collaborate mobile app's callback method, you must set up your wireless phone number as a Virtual Office location.

**Add Virtual Office numbers**

1. On the Features page, in the Virtual Office section, click Edit. The Virtual Office page appears.
2. To alert all phone numbers for click-to-dial calls, check Send an alert to all locations for click-to-dial calls.
3. To add a number to a Virtual Office location, click Add number. The Add number window opens.
4. Enter a phone number, description, and select actions under **Options**. When you’re finished, click **Save**. The **Add numbers** window closes.

5. Click **Save**.

**Top**