

# Single Number Service UCM



*"Law enforcement can be a fast-changing business, and with Single Number Service, we have the flexibility to reconfigure our call patterns at a moment's notice with the Web Portal."*

**Tom Fridley, Sanborn County Sheriff, Woonsocket, SD**

## One Number Locator Service

- Unattended Number reaches up to 9 unique numbers
- Activate or Deactivate the service from the phone or HTML5 Web Portal
- Verification Feature identifies whom the callers are trying to reach

## Caller Notification Option

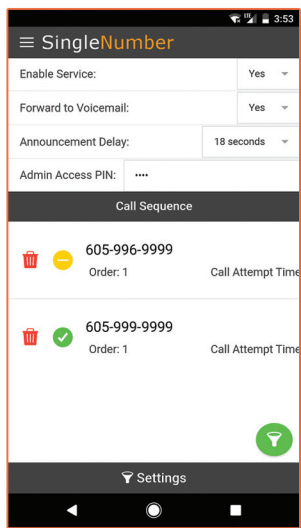
When a caller reaches a Single Number Service subscriber, the service can alert the caller that it is attempting to locate the subscriber by announcing, "Attempting to locate (Subscriber's Name). \* Please stay on the line." The subscriber defines how long to wait to play this announcement for the caller.

## Reaching the Right Person

The service offers a call verification option so when a call is answered, the Single Number Service can announce, "I have a call for (Subscriber's Name). \* If that person is available at this number, press '1'; otherwise, hang up."

## Single Number Service Web Portal Control and IVR Option

The Web Portal gives subscribers an easy way to turn on and turn off the service. Subscribers can temporarily deactivate specific configured numbers from the call sequence without losing the data settings. Subscribers can also call an administrative number to turn the service on and off.



## Use Existing Number

This service allows for protection of employee mobile numbers that can "hide" behind their published office number.

## Unique Transfer Digit Feature

Subscribers can set up to 9 numbers with a transfer call option. For example, you have just taken a call on your landline. You need to leave the building, but you also need to finish your conversation. Simply press \*1 to transfer the call to your wireless phone, and you are free to go.

## Allows Conference Functionality

Up to 9 numbers in the calling configuration can be part of a conference call. For example, a business manager could have a wireless number in the business line's calling sequence. Using the transfer digit feature, this number can be added into a conference call if desired.

## Integrates with Other Services

Subscribers with APMAX Unified Messaging can allow callers to be forwarded to voicemail if no one is located. The service can also be a part of the APMAX Auto Attendant service as a way to locate department employees who are frequently out of the office.

*\*For a subscriber's name to play, it must be recorded in the APMAX Unified Messaging service.*