

Single Number Service UCM

One Number Locator Service

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

How it Works

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."

Mobile and Web Portal Management

With the Web Portal or a Mobile device, subscribers can turn on and turn off the service. They 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.

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.