Add NocTel Go Extensions to Call Routing

Sometimes situations require temporarily utilizing a NocTel Go mobile extension as an interim replacement for a desk handset or transitioning highly mobile workers from a physical handset permanently. This guide provides recommendations on what should be done and considered when accommodating such needs.

Steps and Recommendations

Create the NocTel Go extensions on the account as needed. It is strongly recommended to use an extension numbering system that's easy to remember to distinguish the employee's physical handset from their NocTel Go extension. For example, if an employee's physical handset is extension 670, their NocTel Go extension number may be 770.

> (i) **Carefully note** NocTel Go extensions must have an extension number to be dialable on the account. If no extension number is assigned to a NocTel Go extension, it can only be dialed through a speed dial key on a physical handset. Also avoid **duplicating the extension number**.

Consider the call routing scenarios that must be satisfied. This may include one or more of the following:

- If the individual should be reachable through both their physical handset and a NocTel Go extension, your call routing for that individual's DID should be modified to suit how calls are delivered. This can be done a few ways:

  1.) Create a Hunt Group that contains both the individual's physical extension and NocTel Go extension. Make sure both separate extensions are logged into the Hunt Group. Set up a Virtual Extension the DID is associated with. This Virtual Extension should have inbound routing actions of ringing the Hunt Group you created followed by a transfer to voicemail action. This has the benefit of allowing callers to reach the individual and have both their NocTel Go and desk handset ring simultaneously.

  2.) Create a Virtual Extension and associate it with the individual's DID. Set the Virtual Extension's inbound routing behavior to ring either the NocTel Go extension or desk handset extension first, then add a second ring extension step to ring the other extension. This should end with a transfer to voicemail step. This allows callers to call the same DID for the individual, but tries the desk handset and NocTel Go extension in sequence, not simultaneously. This is easier to configure, but not as graceful a handling experience for the caller.

  3.) Add a step before any "transfer to voicemail" step in the individual's physical handset routing to "ring extension" and have it ring the individual's NocTel Go extension. This accomplishes a similar handling to option #2 above with similar limitations.

- If this individual is only reachable through an extension number direct dial, you can allow outside callers to route to this individual in the following ways:

  1.) Add a step before any "transfer to voicemail" step in the individual's physical handset routing to "ring extension" and have it ring the individual's NocTel Go extension. This will attempt to route the call to the individual's desk handset first before trying the NocTel Go extension.

  2.) Create a Virtual Extension on the account and assign it the *extension number the individual's physical handset is currently set to*. After setting the Virtual Extension's number, change the extension number of the physical handset. Set the Virtual Extension's inbound routing behavior to ring the physical handset first followed by a second "ring extension" step to ring the employee's NocTel Go extension. Typically you will finish this routing by adding a "send to voicemail" step. This allows callers to use the same direct extension number they may already know, but allows calls to attempt to be routed and answered on both a physical handset and NocTel Go extension in sequence.

  3.) Create a Hunt Group that contains both the individual's physical extension and NocTel Go extension. Make sure both separate extensions are logged into the Hunt Group. Set up a Virtual Extension and assign it the extension number of the physical handset, then change the physical handset's extension number. This Virtual Extension should have inbound routing actions of ringing the Hunt Group you created followed by a transfer to voicemail action. This has the benefit of allowing callers to reach the individual and have both their NocTel Go and desk handset ring simultaneously.

- If this individual is a part of a Hunt Group, you should do the following to ensure they are reachable through their NocTel Go extension on the applicable Hunt Group(s):

  1.) Audit the Hunt Groups the individual's physical extension is a member of. Add the employee's NocTel Go extension to each Hunt Group as applicable. Ensure the NocTel Go extension is logged into the applicable Hunt Group(s). No modification to extension call routing is necessary.

- Some consideration should be given to where users will consume voicemail when they have a presence across multiple extensions:

  1.) Have voicemail to land on whichever extension is rang. This will occur if a Virtual Extension is used to attempt to route a caller to a physical handset and NocTel Go extension in sequence. The last extension attempted in the routing will be the one whose voicemail box the caller lands on.

  2.) Using a Virtual Extension as described in above sections, set the final call routing step to specify which extension's voicemail the caller should be directed to. This allows voicemail to be retrieved in a consistent location.

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