Product Datasheet
Busy Alerter Callback

Directory
Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Conf directory
Corporate Speed Dials
ClickNDial
Alerting
Voice Alert
IPS Pager
Admin tools
Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report
Manager Assistant
IP Phone / Jabber Interface

Productivity tools
IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Spark Bot
Attendant Console / IVR / Group
Tannounce
Line Group Manager
Silent Monitoring
Extension Mobility tools
TSSO
Delog / Relog
Pin & Password Manager
Recording
Call Recording
Recording Notification

1 Busy Alerter Callback description

telisca Busy Alerter Callback is an application for Cisco Unified Communications Manager's that helps handling calls when the user is already online, busy (do not accept new call) or do not answer.

Usually, when the called line supports two or more calls (busy trigger parameter is greater than one) the calling party only hear a normal ringing tone, so Busy Alert Callbacks alerts the user and provides further options. The caller can decide to be redirected directly to the called party's Voice Mail, switchboard or carry on ringing the intended destination.

Busy Alerter also provides a way to set a callback request on the calling side or called side. Busy Alerter Callback also enable the user to set a callback when the called party is available again.

1.1 Internal calls, IP phone user interface

For internal calls, with Busy Alerter callback, it displays a popup screen on the calling IP Phone which:
- When the called party is already online (but ringing),
- When the called party is busy (busy tone),
- When the called party does not answer.

From the softkey displayed on the caller's phone, they can choose:
- To be redirected to the Voice Mail,
- To set a callback request on calling side or called side (several callbacks can be programmed).
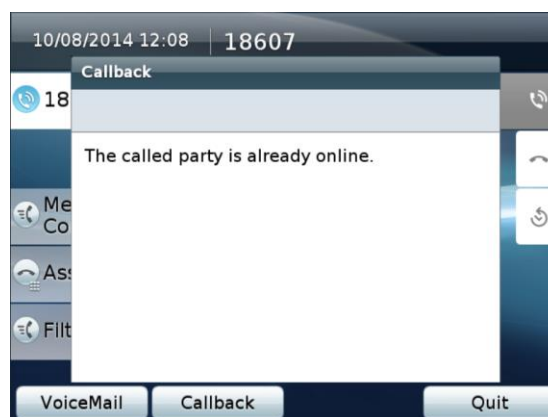
When the called party is available again, a notification screen is pushed on the calling phone or the called phone. From this screen it is possible to dial the other party or cancel the callback. Multiple callbacks requests appear as a list so that the user can select the one he want to handle first.
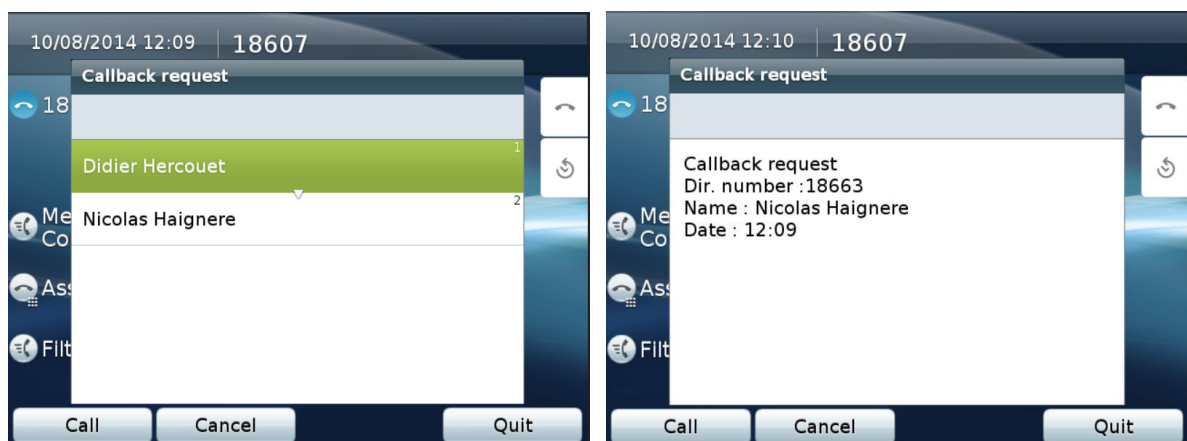
The callback request is pushed periodically until the call has succeed or calling party has cancelled the request or the called party has set a callback request in the other direction.

1.2 External calls, audio messages

With Busy Alerter Callback, when the called party is already online, external callers are redirected to an audio server that delivers a message telling that the called party is already on line. The application gives the opportunity to press a DTMF code in order to select the following actions:
- Be redirected to the voicemail (if the user has a voice mail enabled),
- Be redirected to a switchboard,
- Try ringing the phone anyway.

Different notification messages can be played depending of the called directory number range.

1.3 Calling party waiting on audio server that calling party is available

A new mode is available (based on External Call Control Profile) which allows the calling party to wait online, until the called party is available.

If the called party still accepts another call, a call is generated to the destination whilst they wait, they either hear an audio message or a simulated busy tone. As soon as the called party is idle, the initial call rings on the destination.

If the called party does not accept another call, the calling party will hear an audio message or simulated busy tone. When the called party accepts another call, the previous behavior is happening.

1.4 Architecture

Busy Alerter Callback manages a CTI link with Cisco Unified Communications Manager. It can also take benefit of an External Call Control Profile.

The application can automatically monitor all phones that supports at least two incoming calls, or a selected list of directory numbers or all phones.

Busy Alerter Callback also includes an audio server that can deliver G711 audio messages.

1.5 Administration

The administrator takes advantage of a Web based administration to define configuration settings/parameters and can setup the warnintext or audio notification message. Examples of audio messages are provided, and it is easy to create new one using multi-language Text to Speech.

Concatenate languages	2 languages
Voices	Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)
Text to speech	The called contact is currently online. Please press 1 to leave a message, or 2 to ring him anyway.
Voices	Microsoft Server Speech Text to Speech Voice (fr-FR, Hortense)
Text to speech	Votre correspondant est déjà en ligne. Merci de tapez 1 si vous souhaitez être dirigé vers la messagerie ou 2 pour faire sonner quand même son poste.
Or upload audio file	Parcourir...

Generate Play

1.6 Requirements

Supported Cisco CUCM and IP Phones:
- CUCM version 8.6, 9.1, 10.5, 11.5, 12, BE 6000, BE 7000
- Cisco IP Phone 6921, 6941, 6945, 6961, 7811, 7821, 7841, 7861, 7921, 7925, 7926, 7937, 7940 (SCCP), 7941, 7942, 7945, 7960 (SCCP), 7961, 7962, 7965, 7970, 7971, 7975, 8811, 8831, 8841, 8845, 8851, 8861, 8865, 8941, 8945, 8961, 9951, 9971, IP Communicator.

Audio Messages based on G711 µLaw or ALaw codec.

Supported Windows Servers:
> Windows Server 2008 R2 SP1 or 2008 SP2 Foundation, EN/FR (for update only),
> Windows Server 2008 R2 SP1 or 2008 SP2 Standard, EN/FR (for update only),
> Windows Server 2012 or 2012 R2 Essentials, EN/FR,
> Windows Server 2012 or 2012 R2 Standard, EN/FR,
> Windows Server 2016 Essentials, EN/FR
> Windows Server 2016 Standard, EN/FR

- DotNet 4.5.1 (minimum) up to 4.6.2 (advised)
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk

Virtual Machine VMware vSphere, HyperV or Cisco UCS, Cisco UCS

Busy Alerter Callback IP Phone interface is available in English, German, French, Spanish, Dutch and Polish.