Shared Line Option: Ring Delay

Feature first available:

iPECS Cloud version 4.0.

Description:

Ring delay option can be set for each user assigned to a Shared Line. This creates tiers / escalating groups of users to handle incoming calls on the Shared Line.

Programmability:

The delay can be set in Customer Manager portal under 'Call Manager' -> 'Shared Line', selecting the Shared Line to be altered and setting the 'Ring Option' on a per user basis as shown below and can be set from no delay up to 30 seconds in increments of 3 seconds.