Executive/Secretary Feature

Feature first available:

iPECS Cloud version 5.0.

License Required:

No additional iPECS licenses are required for this feature.

Description:

While primarily focused on manager/assistant configuration where calls to the manager are often handled instead by the assistant, this can also be deployed in a team lead/first tier scenario where calls are primarily handled by one or more persons and only occassionally elevated to a higher tier.

When calls are routed through to multiple secretaries, much like a hunt group, the calls can be assigned to either first idle, circular, or multi-ring.

Additionally, there are multiple options on routing internal vs. external calls and various options based off the executive's DND status.

The capacities to be aware of are that 1 executive can have up to 50 secretaries assigned to them and conversely, 1 secretary can be assigned to up to 50 executives.