

NetVanta 7000 Series Find Me/ Follow Me with Simultaneous Ring

Increase workforce productivity, flexibility and responsiveness with Find Me/Follow Me features in ADTRAN®'s NetVanta® UC Series.

What is Find Me/Follow Me Functionality in the NetVanta 7000 Series?

Find Me/Follow Me is an included feature within the NetVanta 7000 Series UC solution that allows a user to receive incoming calls regardless of their location around the globe. By simply setting up this feature within the ADTRAN Operating System (AOS) an incoming call can:

- Sequentially ring a series of numbers defined by the user
- Simultaneously ring all numbers defined by the user (Both options can ring internal and external numbers)
- Be screened either by calling party number, or by requiring the caller to record their name
- Can be answered on a users mobile phone and transferred back to their office phone at any time
- Transfer back to the NetVanta 7000 series centralized voicemail when the call is unanswered or ignored

Additionally, with the appropriate licensing of ADTRAN's software based NetVanta Unified Communications the Find Me/Follow Me functionality can be complemented to offer outbound dialing via the PBX, whereby users can dial into the PBX first, and then dial out to any PSTN number thus hiding their cell phone, or home phone caller ID, and instead presenting the corporate Caller ID.

Give Your Employees the Freedom of Single Number, Anywhere in the World Contact

Business benefits of Find Me Follow Me functionality include:

- No need to distribute cell phone numbers, thus preventing business disruption when numbers change
- Use the Screening capability to answer calls based on:
 - Pre-designated provisioning using White, Black, and VIP lists based on incoming caller ID. (Includes options for enhanced private, unknown, anonymous, or blank caller IDs).
 - Real-time screening based on voice sample screening, a preconfigured caller ID, or the original caller ID being passed through to the user.
- Richer calling party experience by:
 - Courtesy greetings to let the caller know that the system is searching for their contact.
 - Playing MoH while the user is being searched instead of just silence until ring back.
 - Giving options to the caller to immediately transfer to voicemail if they so choose.
- Use it for on-field and after hour support call answering.

Enable Customers with a Higher Employee Contact Rate —ADTRAN's Find Me/Follow Me is a way to ensure your organization is in a class of its own when it comes to customers reaching their intended contact. Your customers are the most important part of your business and with this functionality enabled in the NetVanta Unified Communications suite of products they get the service they expect from world class organizations. Never miss a call! Always answers calls live!



Product Features

- **All-in-one:** Complete VoIP communication system providing voice and data networking in a single platform from one vendor.
- **Flexibility:** The NetVanta 7000 Series and IP Phones provide you the flexibility to grow your network as you grow your business. License free model supports up to 100 users at a single site, or you can multi-site SIP Network multiple NetVanta 7000 Series supporting up to 100 users per site. Simply add phones as you add users.
- **Self-Maintainable:** With an intuitive graphical user interface, you can easily manage your network reducing regular service expenditures.
- **Productivity:** Utilize features such as integrating messaging, call coverage, and auto attendants to drive your business and employee productivity.
- **Reduction in Residual Costs:** NetVanta 7000 Series can lower the total cost of ownership through ease of installation and ongoing management, while providing capabilities for repurposing customer-facing staff with important value-based tasks that cannot be automated.
- **Connectivity:** Configure the system as your network demands to support multiple WAN technologies.
- **Ease of Deployment:** Unlike other VoIP solutions, it only takes a few minutes to install and setup a user reducing the impact on your business.



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Ring Options—This function allows your employee's to decide how they will be reached. Options include sequential ringing with user options for how long each number, say a desktop and cell phone, will be attempted as well as simultaneous rings to ring a group of phones (internal or external) with the ability to answer on any phone in the Find Me/Follow Me group.

Caller Identification—With the use of a simple voice prompt, you can require the caller to record their name when dialing in, allowing the call receiver to either answer the call, or pass the call back to centralized voice mail within the UC system without answering.

Remote User Support —Users at remote sites can participate in Find Me/Follow Me providing true 24-hour support by staff regardless of time zones and location.

Management—Easily configured by individual users through the personal phone manager interface.

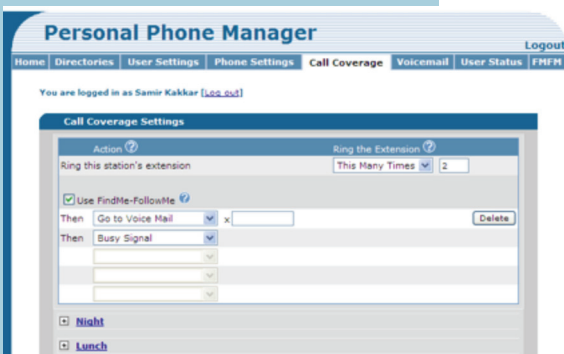
ADTRAN's NetVanta solution is easily deployed by operators to integrate their customers' mobile phones with their corporate TDM or IP PBX phones and services, enabling a wide range of features such as:

- Caller ID based Routing
- Both simultaneous and/or sequential ring

Some features are uniquely innovative such as mid-call pickup which enables users, to answer a call on a mobile phone and, when they arrive at the office, easily transfer the call to their desk phone by entering *7, while keeping the call active. Alternatively a call answered on the desk phone can be transferred to any number or another internal extension by dialing *88 <intended number>. Higher productivity is possible with flexible routing so that any user or group of users can be reached based on their availability preferences.

ADTRAN recommends using smart trunks (Such as SIP trunks or PRI trunks) with this feature, as the smart trunks can present the same caller ID to mobile device. With analog trunks one gets the caller ID on the outbound trunk from the PBX, and not the caller ID of the original caller.

Personal Phone Manager



Personal Phone Manager Allows You to Quickly Establish Find Me/Follow Me

Each configured User can manage:

- FindMe-FollowMe—via the call
- Coverage menu
- Voicemail settings
- Phone settings
- User settings
- Directories

FindMe-FollowMe Provides Your Business:

- Single number employee reach
- Reduction in missed calls
- Higher customer satisfaction
- More productivity

3 Easy Steps to Enable FindMe-FollowMe:

- Have the administrator enable the feature for individual users
- Once enabled by admin the user selects FmFm instead of the typical call coverage
- Specify the FindMe-FollowMe Actions, options include:
 - Send Email to log the incoming call
 - Refer the Call to someone else
 - Go to Voicemail
 - Ring another internal Extension
 - Ring an external PSTN number
 - Choose the delivery mechanism of the calling party number, either original or optionally over ride

Find Me/Follow Me Menu

