



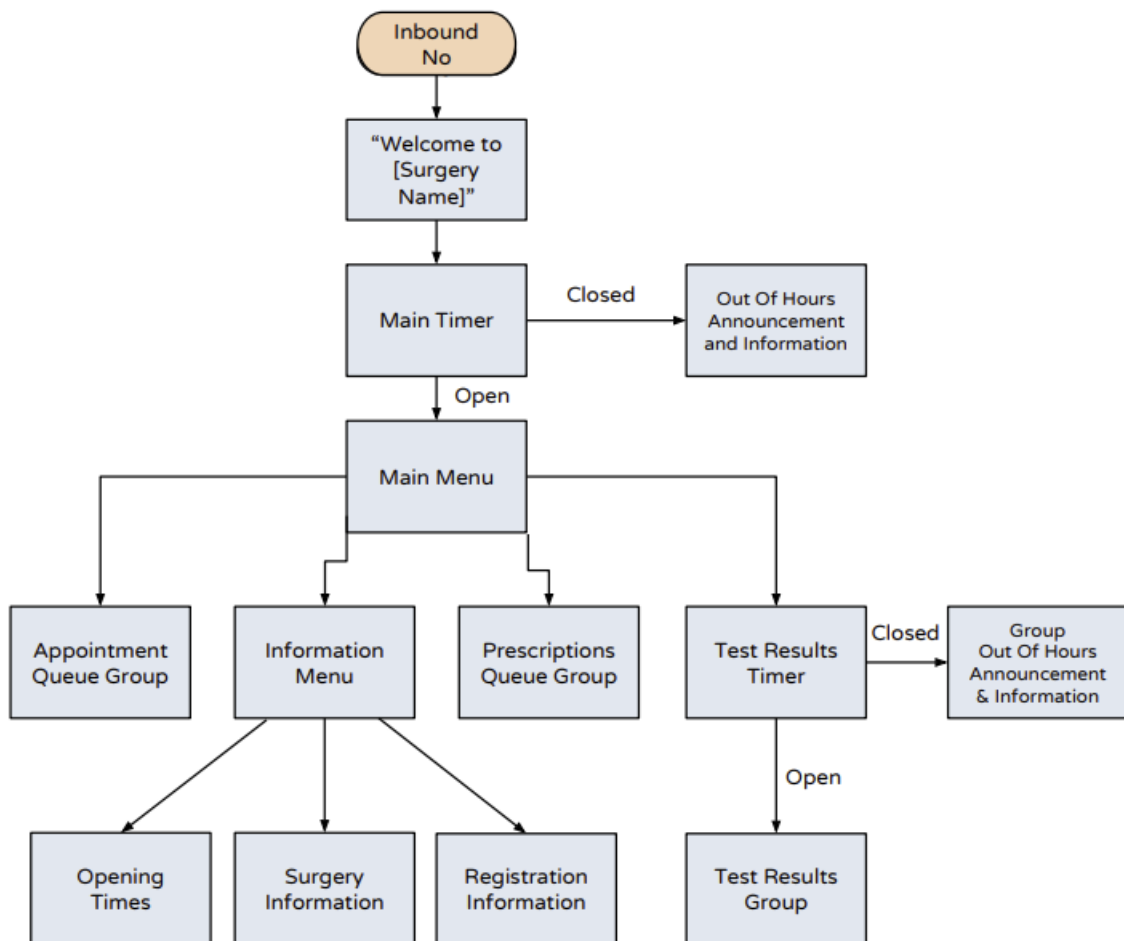
MAIN LINE EXAMPLE

The departmental call flow will allow inbound numbers to contact specific groups of extensions, you may have a dedicated number for your pharmacy or secretaries for example.

The numbers are controlled by a departmental timer, when out of hours the caller is informed of the fact, plus any other information you would like, the call will then end or you may take a voicemail that can be circulated via email to either a group administrator or to all the members of the group.

Should the call be within working hours you have the option of a greeting message before the call is distributed to the extensions allocated to the queue group that are active.

The call will either be answered or, if not answered, a "Not Available" announcement can be played or a voicemail can be left which can be emailed to the group administrator or all members of the group.



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