

## APPLICATION NOTE - 2

**Feature:** Return Call to Original Caller (RCOC)

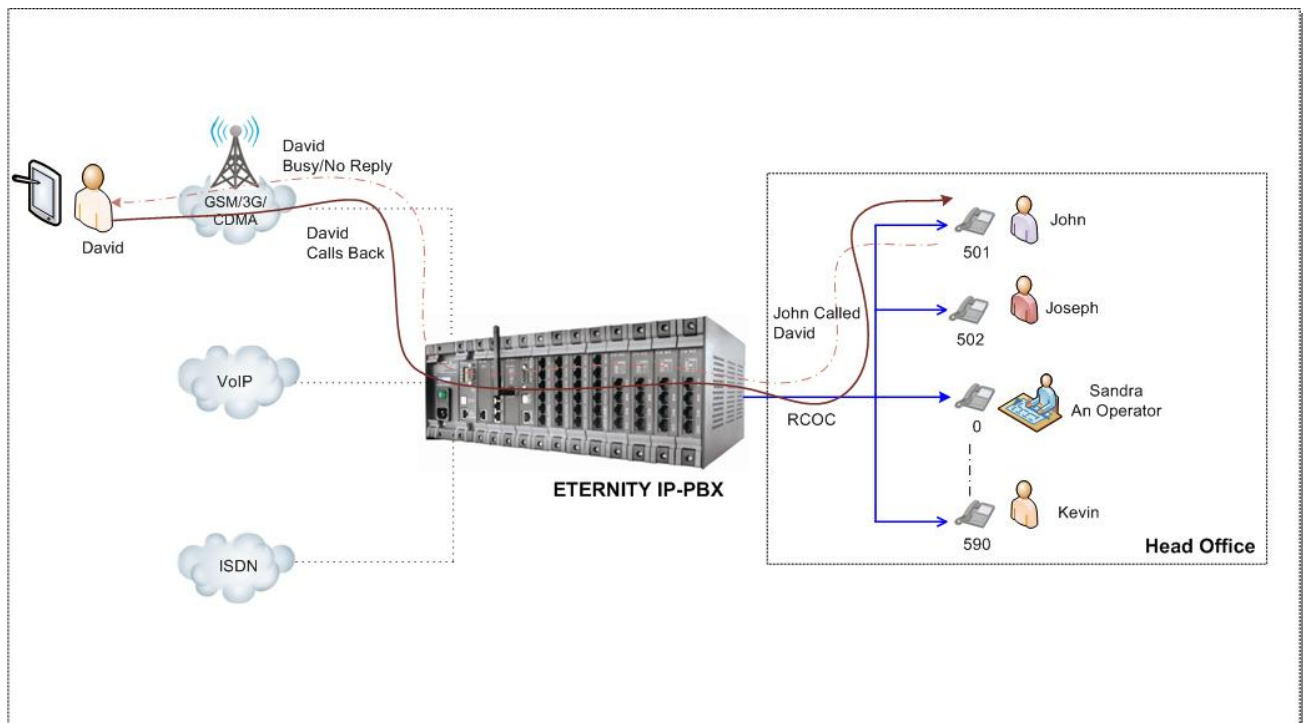
**Product:** ETERNITY PBX System

### Why RCOC?

It is natural for user to call back those numbers which they could not attend (missed calls). In case, if the missed call was made using PBX line then it is difficult for the user to reach the person who originally made the call. This is an area of concern for many organizations as it cost time, money and loss of business for the organization and their clients. Given this scenario, it is desirable that the PBX has a capability to identify such returned calls and route it to the originator.

To address this, ETERNITY introduces new feature, Return Call to Original Caller (RCOC).

### Application Diagram



### Illustration:

When an extension user (John) of the PBX makes an outgoing call and the called party (David) does not answer the call or is busy on another line, it is natural for the called party (David) to return the call to the CLI number received. However, when the called party returns the call this incoming call is most likely to land on the operator extension (Sandra), as incoming calls are usually routed to the Operator. Now, Sandra has no way of knowing who called David and hence she cannot transfer the call to John. In such case Sandra must either ask David to whom he wishes to speak or put him on hold and

find out the person who called him previously. This is an unmanageable process for all concerned - Sandra, David and John.

The situation can be efficiently tackled if the PBX is able to route the missed call of John directly to his extension when David returns the call. Matrix ETERNITY RCOC feature will do the same for users of your organisation.

### **How does RCOC function?**

- ETERNITY maintains records of all unsuccessful calls on the GSM/ISDN/VoIP network due to no reply, busy or similar such conditions
- In the event of such a call being returned, ETERNITY identify the CLI and route the call to original caller
- Record of such 255 unsuccessful call entries can be maintained at any given point of time
- Each entry is kept for the duration of common programmable timer up to 999 minutes
- Extension should have this feature enabled in class of service
- Should be enabled on the Trunk from which the outgoing call is made
- Supported on Mobile Port, BRI, T1E1PRI and SIP Trunk
- System Engineer can enable or disable this feature as per user's requirement

### **Benefits:**

- Called party can directly reach to the concerned person without any delay
- Bypass operator and auto-attendant
- Saves time of the caller and the operator
- Boon for the big organisation where group of trunks are shared by users

### **Target Customers:**

- Service Providers
- Corporate Offices
- Organisation where group of trunks shared by users

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| Release          | 2-February-2010        |
| Product Name     | ETERNITY               |
| Software Version | ETERNITY V8R10 Onwards |