

ShoreTel Tip

By Joe Hamilton

Alert When Available from the ShoreTel 14.2 Communicator and Connect Client

Do you have that one employee that is always on the phone, or rushes out before you talk, and the game of phone tag is never ending?

Alert When Available from the Communicator Contacts or the Connect Client is a great feature to solve the inner office phone tag – If a user is on the phone, not at their desk phone, or in one of the “Do Not Disturb” Call Handling Modes (CHM), you can have your ShoreTel system alert you when they become available.

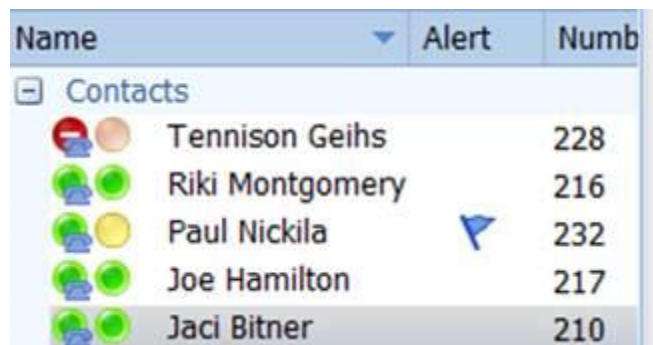
In the Contacts tab of Communicator, or the People’s tab in the Connect Client, right click on the desired user and select “**Alert When Available.**” When the user ends a call or switches to “Standard” mode, a popup will appear at the bottom right of your screen alerting you that they are available. You can then call the user, delete alert, or click “Snooze” to be reminded again later.

How To Alert When Available in Communicator and Connect Client.

Right clicking a contact in the Communicator offers some additional features that aren’t commonly known, but I’m focusing only on the **Alert When Available** feature (also called alert flag, flag them, or in the old days we called it camp-on with call-back).

Alert When Available screen shot below is showing a user (Joe H.) to be notified when another user (Paul N.) becomes available, either by hanging up their active call, when they make a call after being away from the phone/communicator, or when their CHM/IM presence changes.

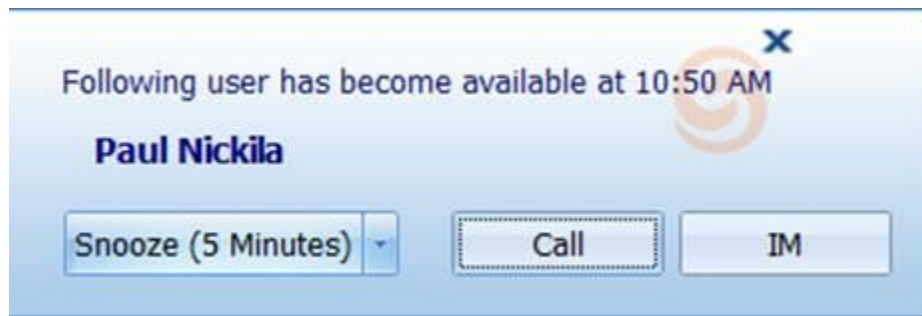
Simply right click the contact (Paul Nickila in the screen shot below) and choose **Alert When Available**. A blue flag appears next to the **Alert When Available** contact.



Name	Alert	Numb
[-] Contacts		
Tennison Geihs		228
Riki Montgomery		216
Paul Nickila	🚩	232
Joe Hamilton		217
Jaci Bitner		210

Communicator users can flag a Contact (extension) in the Communicator to determine when that Contact has terminated a phone call, instant message session, canceled a DND Call Handling Mode, or is back in the office after their handset is lifted. Your ShoreTel Communicator then informs the flagger when the contact has changed in their presence status.

A popup appears when the **Alert When Available** contact finishes their call, or initiates a call.



Pressing the snooze button closes the popup for the period listed on the pull-down screen button. If the contact is still available after the period elapses, the popup is displayed again. If the contact is not available, the popup is displayed immediately after the contact becomes available.

Click the **X** to cancel the Alert When Available feature and popup.

ShoreTel Connect client looks like this when you right click a user in the People's tab.

