

Get a Head Start on Call Handling Before the Holidays

By Joe Hamilton
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Your ShoreTel system comes with these five "Call Handling Modes" to help you manage incoming phone calls: standard, In a Meeting, Out of Office, Extended Absence, and Custom. Only one call handling mode can be active at any time. And you can manually change your active call handling mode in Communicator, mobile device, or from your desk phone. The default mode is "Standard".

To activate Call Handling Mode using ShoreTel Communicator:

On the menu bar, click the down arrow next to a Call Handling Mode  (default is Standard)

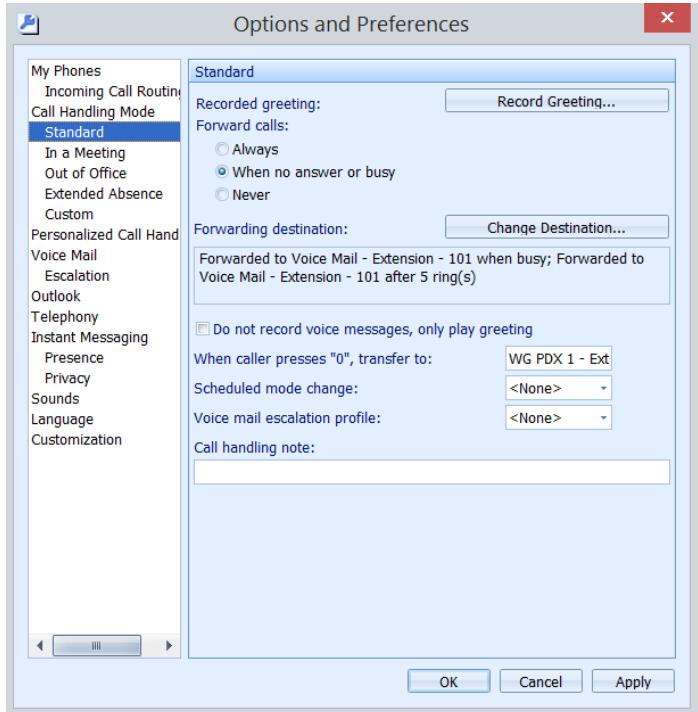


Select the mode you want to activate:

- Standard
- In a Meeting
- Out of the Office
- Extended Absence
- Custom

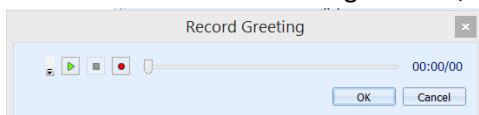
Each mode can have different greetings and call forwarding destinations. To record a greeting for a specific Call Handling Mode using ShoreTel Communicator:

From the Communicator screen click the  icon, then select Options



and the appropriate Call Handling mode, or you can click the  icon and choice Configure Call Handling Mode

Click on the “Record Greeting” button; a Prompt Recorder window will open



Pick up your handset

Click on the red dot to record your greeting

Optional: Click on the green arrow to review the recording

Click the “OK” button to accept

Tip: If you are out of the office on a daily basis I recommend recording a generic greeting for the *In a Meeting* greeting that indicates you are out of the office/in a meeting, and doesn't list a date or return time (it always cracks me up to hear a voice mail greeting that's 2-3 weeks old). This will make it easy and quick to set the Call Handling Mode (CHM) via the Mode Key on the IP phone. Using the phone to set your CHM simply press the Mode Key and walk away. Your CHM will go into *In a Meeting* automatically after 7 seconds. Press the Mode Key to revert back to Standard Mode.