

Availability Alerts in ShoreTel Communicator 14.2

by Joe Hamilton

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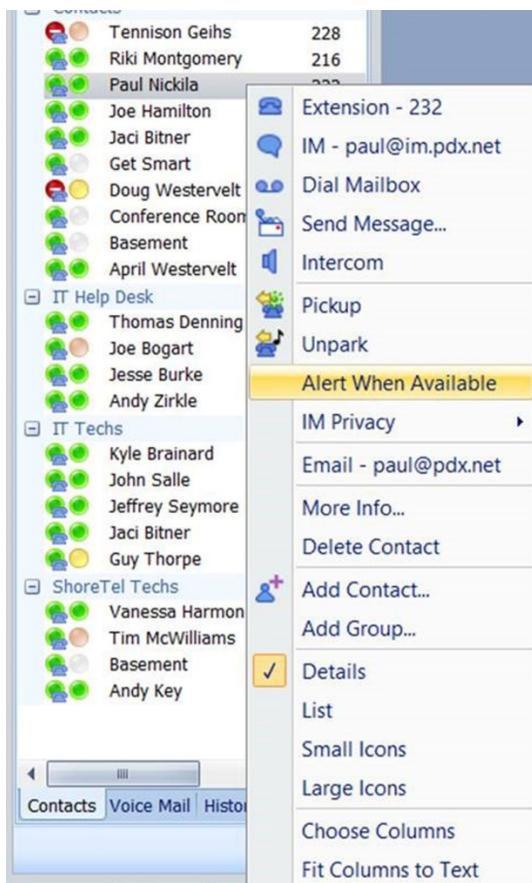
Everyone knows someone who's always on the phone, or rushing out every time you want to talk? You know, the one who's so good at phone tag they should win a gold medal for it. Well your ShoreTel system may have the antidote. It's an alert in communicator and it's great for solving chronic Phonetagism. If a they're on the phone, on the move, or just not at their desk, you can have your ShoreTel system alert immediately, when they become available.

In the contacts tab of communicator, 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 or click "Snooze" to be reminded again later.

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).

The screen shot below is showing a user (Joe H.) to be notified when another user (Paul N.) becomes available, either by hanging up, making a call after being away, or when his call handling mode changes.

Right click the contact and choose Alert When Available.

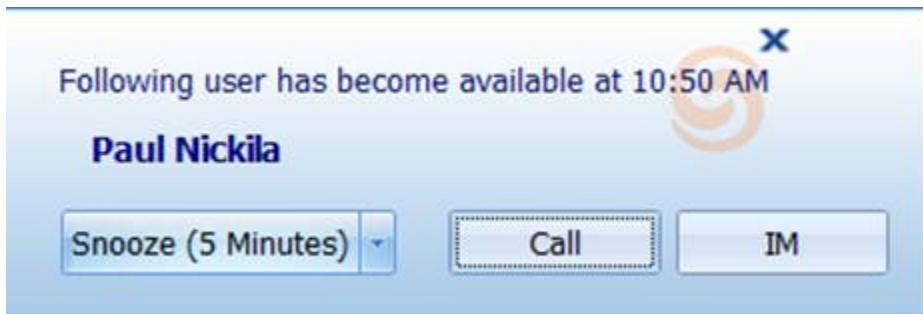


A blue flag appears next to the Alert When Available contact.

| 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. If the contact is still available after the time period elapses, the popup returns. If the contact is not available, the popup is displayed immediately after the contact becomes available.

Click **X** to cancel the Alert When Available feature and popup when you're done.