

VoIP Shared Lines

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Schlüsselwörter

Cisco Shared Softphone telephone VoIP

Lösung (öffentlich)

In addition to general team features such as [1]hunt groups and [2]pickup groups, it is also possible to set up a shared phone number (known as a "shared line").

Please note: A shared line is never a personal number; it is always linked to a specific function.

Use Cases and Benefits For example, multiple secretariats that work together are assigned a shared line on each softphone in addition to their personal numbers. This shared line is linked to a specific function (e.g., Department XYZ) and thus separates calls related to the department's area of focus from personal calls for individual staff members (personal phone numbers).

Another use case would be a shared line assigned to a research project. All employees who have had this shared line set up on their softphone can answer incoming calls related to this topic and also make outgoing calls using this function number.

One advantage of a shared line over a group line, for example, is that outgoing calls can also be made using this functional phone number, and that all phones connected to this shared line keep their call logs synchronized. Technical Restrictions and Application Process A shared line should only be assigned to a very limited group of people who are actually responsible for this function (due to technical limitations, currently no more than 5 people/phones). For assistance with setting up a shared line, please contact the [3]Service Desk.

[1] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1148>

[2] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1151>

[3] <mailto:servicedesk@tu-dresden.de>