



TECHNICAL NOTE

Campon Callback feature now available on Com.X IP PBX rev 1.3.x platforms



In fast-paced, modern businesses, call volumes and telephony traffic can sometimes approach intolerable levels. Some working environments can become so busy that organizing even a two minute chat between co-workers can prove difficult. It is precisely for such environments that Far South Networks is introducing “Campon Callback” to Com.X IP PBX systems.

What is Campon Callback?

If a local user dials a busy extension that has Campon Callback enabled, they will be presented with the offer of evoking a call back. If the user accepts this offer, then the system will monitor the busy extension, and automatically generate a call back once the extension goes back on hook.

This occurs by first generating a call to the calling extension, notifying the user that the previously busy target extension will be called, and then calling the no-longer-busy extension, connecting the two users once they have both picked up their handsets.

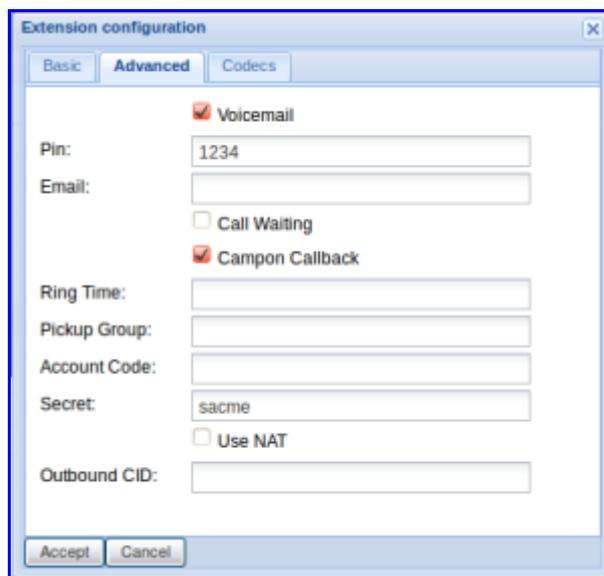
Why would I want to enable this feature?

The Campon Callback feature is designed to be used by internal users. If an internal user places a call to another internal user who is busy on a call, the Campon Callback feature notes that the calling user was trying to contact the busy user, and initiates a call between the two parties once the busy user is no longer busy. This allows both users to progress with their days, knowing the call will be placed as soon as the other party becomes available.

Enabling Campon Callback on an Extension

Campon Callback is configurable for each individual extension. The feature can be enabled from the advanced page of the extension configuration, available either by editing the desired existing extension from the extensions list, or when configuring a new extension on the system.

TECHNICAL NOTE



If the busy extension has follow-me enabled, and other extensions listed in the follow-me list, this poses some questions as to how best the system is supposed to respond.

In the event that follow-me is enabled and the dialled extension goes unanswered, the Campon Callback feature will only be offered if the ring strategy of the follow-me is “ringall” or “ringallv2” and if one of the extensions attempted in the follow-me list is engaged. If all of the extensions in the follow me list go unanswered, it is assumed that nobody is present to receive the call at this time.

In the event that there is an engaged extension in the follow-me list, the Campon Callback is offered, and the call attempted once the busy extension is replaced on hook. This accommodates a scenario where the same user is in control of their main extension as well as one of the extensions in their follow-me list.

Under what conditions will the Campon Callback feature be offered to a caller?

It is important to establish the condition under which the Campon feature is offered so that the tool can be used appropriately to meet the needs of the users.

Campon Callback is only ever evoked for internal users calling other internal users. External callers, calling either directly or through a transfer, are never presented with the option.

An internal call placed to an extension on which Campon Callback and follow-me are enabled will follow the procedure below:

1. If the extension is engaged, the call will be forwarded to the follow me list. The extensions in the follow me list will be attempted and if no user answers, Campon Callback will be offered by the system, and a call will



TECHNICAL NOTE

be established between the caller and their target destination as soon as the user on the destination extension hangs up. If no follow me is configured, or follow-me is disabled, then the Campon Callback offer will be made immediately

2. If the extension is unanswered, the call will be processed to the follow-me list.

- If “ringall” or “ringallv2” is selected as the ring strategy, the follow me list will be attempted. Only if an extension in the follow me list is engaged will the Campon Callback feature be offered, and when the user hangs up, a new call initiated between the caller and the original target extension, failing over to the now-available follow-me extension if the call goes unanswered again. If no extension in the follow me list is answered and none of the extensions is engaged, then the call will be directed to the failover destination configured in the follow-me configuration of the extension.
- If any other ring strategy is selected, the follow-me list will be processed and the call will be sent to the configured follow-me failover destination and Campon Callback ignored.