



Published on *cdesigner.eu* (<http://cdesigner.eu>)

[Home](#) > [VoIP](#) > 5. Hybrid phone system for helpdesk environment

5. Hybrid phone system for helpdesk environment

This training environment will introduce network helpdesk office. 3 ephones are configured with unique numbers but also with overlay button and third button is used for overlay line extension (x button). Each ephone can in future answer a call incoming from PSTN (call of clients calling to helpdesk).

ephone-dn 1
number 1000
name Ciljak

ephone-dn 2
number 1010
name Worker 2
no huntstop

ephone-dn 3
number 1020

these number are individual

ephone-dn 4
number 2000
no huntstop
priority 0

ephone-dn 5
number 2000
no huntstop
priority 1

ephone-dn 6
number 2000
no huntstop
priority 2

ephone-dn 4 to 6 introduce shared line feeling and overlay assignment enable equal response

from all phones with ability answer call from other phones when any other is busy (in active call).

ephone 1

mac xxxx.xxxx.xxxx

button 1:1 2o4,5,6 3x2

button 1 individual dn, button 2 is overlay (key system feeling), button 3 extend button 2 overlay line.

Configured ephones will look like this



Windows Help

explantation: 1) line 1 - unique number PBX part of hybrid
 2) line 2 extended with shraed 3x2 - overl
 key system part of hybrid model (helpdesk

Home x Windows XP Professional x Windows 7 x64 x CiscoUnity6 x



[1]
[Tweet](#) [2]

Source URL: <http://cdesigner.eu/content/5-hybrid-phone-system-helpdesk-environment>

Links:

[1] http://cdesigner.eu/obsah/voip/lab6/1_dn_to_button_asignment.jpg

[2] <http://twitter.com/share>