

Call Profiles

For fastest access, always



Especially in tense situations when every second counts, having to find out who the right person to contact is and, once that person has been identified, going through various different phone numbers to try to reach that person soon ends in annoying delays and causes stress-related errors.

The objective is to increase availability, reduce waiting times and simplify the dialing process for callers.

With 'Call Profiles', you only need to dial a single number to have the system automatically call every telephone of that person you need to reach ASAP. These calls are made in part at the same time (in parallel) and in part one after the other (sequentially). As a caller, you are entered into queue and get a wait tone, a wait melody and/or voice messages.

If needed, the system can also identify the callers and thru-connect only those callers who are authorized. Specifically administrated destination numbers can be replaced with an 'Active Number'.



Typical Areas of Use



Hotlines answered by information staff or service technicians



Telephones in hotel suites



Flexible offices



Use of wireless and wired phones



Mobile networks without roaming (One-Number-Service)



VIP phone numbers with call screening and confidential call destinations

Increase access and minimize wait times and delays for...



Personal calls

By internally assigning several end devices to one person (stationary, mobile), you can always reach that person under one and the same number (One-Number-Service), no matter where the person is actually located. This helps to significantly increase the reachability of mobile users and thus reduce the wait time caused to the callers.



Group calls

By dialing a single group number, you automatically have the system call every member of that group or team, all at the same time. The team member who takes the call first gets it. The perfect solution e.g. for service hotlines.

Product Details

✔ General

- Define individual Call Profiles with up to 4000 subscriber assignments to Call Profiles
- 2 dial-up phases (with the appropriate parameterization, i. e. configuration of a wait time within the phases, up to 4 steps possible during the dial-up)
- Up to 10 subscribers per dialing phase
- Call every destination number either at once or with a time delay
- With the option to apply route optimization after thru-connect

✔ Announcements

- Playback announcements or wait melodies to callers during the switching processes
- Playback of a notification announcement to the called persons before the call is put through
- Record new info and request announcements on the spot

✔ Additional performance features

- Configurable wait field
- Various behavior when a line is busy: Release call, repeat call (if needed several times), or activate a 2nd call phase
- Activate Call Profiles with direct dial (DDI), or in a dialog with a message to the caller
- Optionally with a call acceptance code required
- Call Profiles with a high priority cancel all low priority activities
- Option to replace call destinations with an active number (for worldwide follow-me)
- Call back function in combination with pagers
- Call screening with up to 20 authorized callers in up to 9 different priority levels: unauthorized callers either get an announcement, are forwarded to a specific user (e.g. to the assistant's office), or get a busy signal

Order Information

Basic functionality with 10 definable profiles and 1 actively usable profile included in DAKSpro V9 basic license. TNK:DP9L-CP – Full-featured Application Module Call Profiles with up to 1,000 profiles