UCP Widget Cheat Sheet

Call Forwarding

- **Unconditional**: Forward calls immediately regardless of current state of line/PBX to the number entered.
- **Unavailable**: Preconfigured number to which calls are forwarded if the customer endpoint becomes unresponsive due to an Internet outage or software/configuration failure of endpoint
- **Busy**: Preconfigured number to which calls are forwarded if the customer endpoint is busy, usually due to being on an active call.

Call Waiting

If enabled, while on the phone the user will be notified of an incoming call and is able to place the first call on hold while answering the second.

Do Not Disturb

Used to indicate that this user does not wish to be disturbed. Calls will by default fall into voicemail.

Presence

Presence state allows users to set different statuses for themselves depending on what they are currently doing. Presence gives the system and other users in your organization a generalized status so they may respond accordingly. Automatic settings can be configured for any given status by clicking the Settings gear button in the widget title bar.

Call Events

Allows users to see all inbound and outbound calls for your user and listen to any call recordings that are associated with that call. This widget is intended to replace Call History in the long term.

Call History

Allows you to see all inbound and outbound calls for your user and listen to any call recordings that are associated with that call. More features are available in the Call Events widget, so it is not recommended to use Call History.

Voicemail

View, listen and manage our voicemail settings. Voicemail messages can be organized into folders or downloaded to the computer. Greetings can also be set if you prefer to upload an audio file from your computer instead of recording from the phone itself.

Contacts

Allows you to see and create contacts that can be used in other widgets in UCP, Phone Apps and for speed dials. Contacts can be organized into groups.

rhynotel

888.661.6068