



***Status:** Setting and Changing*

Status allows users to let other people in the company know what is going on with them at any given time. It allows other employees know what is going on with call routing. If a receptionist has a caller looking for someone who status is “*In Meeting*”, they can let that caller know they are unavailable, transfer to the employee’s voicemail, or route the call to someone else.

“It is a great tool to communicate with coworkers without actually communicating!”

Another great feature of **Status** is the ability to train your phone how to behave when you change it!

Want your calls to come through your Mobile device?

*Switch your status to **Available>Mobile!***

Decide to work from home?

*Switch your Status to **Available>Home Office!***

Want a different voicemail for when you away on lunch?

*Set that voicemail to become active when you set your status to **Away>Lunch!***

Switchvox® **Default Statuses**



Available

Available - Home Office



Away

Away – Lunch

Away – With Customer



Prefer Chat



Extended Away

Extended Away - Vacation



Do Not Disturb

Create Your Own Status

- Log onto you **USER Switchvox Portal**
- Click on *Features* tab, then *Status Options*



Click

Create Status Option

This window pops up.

Status Option Settings

Status  Available

Sub-Status

Save Status Settings ✓

Choose what *type* of **Status** you will be creating.
Your list of available options are:

 Available

✓  Available

 Away

 Prefer Chat

 Extended Away

 Do Not Disturb

Type in the *name* of your Custom Status.
For this example, we will create an
Available status, titled "**Mobile**".

When completed, click:

Save Status Settings ✓

You will now see your *Custom Status* as an available option with the list of default *Statuses*!

Full Status ▼

 Available

 Available > Home Office

 Available > Mobile

 Away

 Away > Lunch

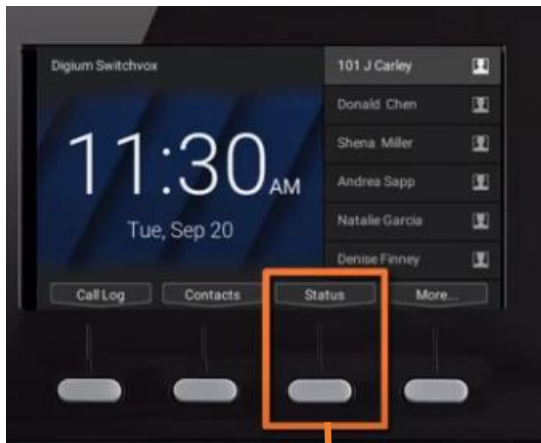
Ways To Change Your **Status**

There are multiple ways you can change your Status with **CCi Voice**. The following section will explain how to access your Status using various tools!

Digium Desk Phones

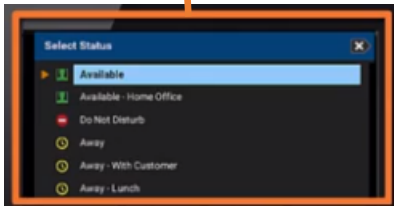
All desk phones start out in the “Available” Status. The current *status* that you are in is always shown with a ► icon. This will show you how to change your status on your physical desk phones.

Digium D6X Series



Press **Status** Softkey.

Using the Navigation Pad  Highlight the **Status** you would like to place yourself in and press the “select” softkey.



* You can also quickly change your status to **Available**, **Do Not Disturb**, and **Away** with the softkeys when you are in the Status window on the screen.



Digium D80 Series

Press the  icon on the top right of your home screen



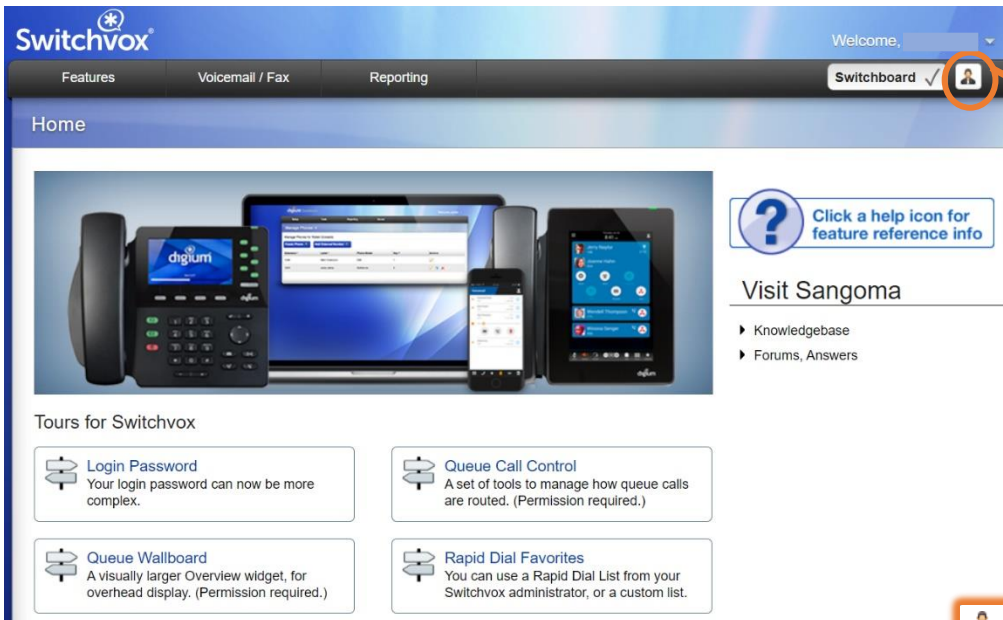
Simply touch and choose the status you would like to be placed in!

* Digium D6X Series phones will display *every* status you are currently in on the digital screen's homepage.
(Except **Available**)

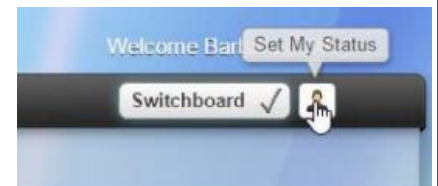
Switchvox® User Portal

Log into your **Switchvox User Portal**.

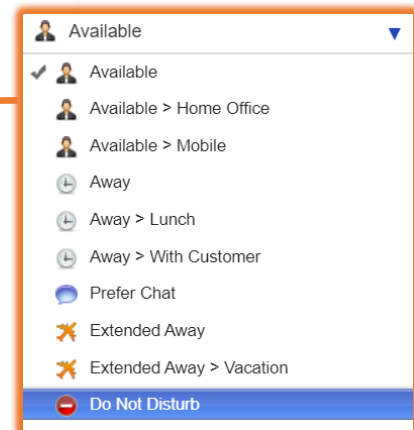
https:// _____



On the right side of the homepage, near the top, press the  icon.



Click on **My Status** tab and select from the list of **Status** options.



Set My Status

My Status  Available 

Status Message

Once your desired **Status** has been selected, click

Save My Status 

Switchboard ✓

Switchvox®

Welcome, Matt (128) ▾

Features

Voicemail / Fax

Reporting

Switchboard ✓



Home

Log into your *Switchvox User Portal* and click on the **Switchboard ✓** tab

Once logged in, you will see a navigation bar on the top of **Switchboard**.

Switchboard

Enter a number

DIAL



Click on the  icon

Click on the Status you would like

- Available
- Available: Home Office
- Away
- Away: With Customer
- Away: Lunch
- Prefer Chat
- Extended Away
- Extended Away: Vacation
- Do Not Disturb
- Status Message

Status Message:

Allows you to enter further details about what's going on with me. This allows other employees to know more details about my status

Status Message

Presence

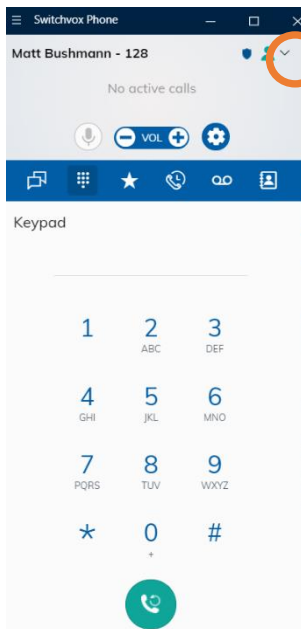
Available ▾

Status Message

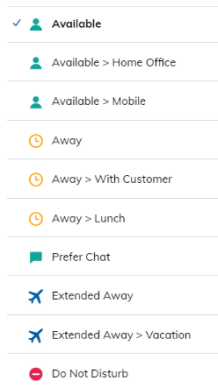
CANCEL

SAVE

Switchvox® Desktop Softphone



On the top right-hand side of the Switchvox Desktop Softphone App, click the  icon



Select the Status you would like to place yourself in by clicking on it.



Mobile Softphone

The Sangoma Connect Mobile App is a NEW feature to Switchvox. It does not have the FULL capability of changing your Status yet. As of now, you are able to switch to **Do Not Disturb** only.

While in the Mobile Softphone app, click on your *Softphone* Extension number on top left of screen of app.



An Accounts Detailed page pops up. Click on the "slide" to switch your Status to **Do Not Disturb**

