@COM Flexworking

Flexible extension assignment

Where will your be seated today ?

General Information

The optional @COM Flexworking feature in the @COM Business Manager allows users to use extensions enabled for flexworking as if it were their own extension.
Users simply enter a service code and optional password to indicate to the system that they want to use that particular phone, this will assign their extension number to that phone virtually making it his or her phone.
The @COM Flexworking feature places the flex workers extension number on top of the original extension number of the phone, both extensions will be reachable but on outbound calls the Caller ID will be set to that of the flex worker.

Extra features provide even more functionality to the @COM Flexworking feature because in combination with the additional Active Directory User synchronization feature, it's possible to create, modify and remove extensions for flexworkers automatically by simply modifying that user in the Active Directory only. (See: Active Directory User Synchronization)

General Specifications

When to use flexworking?
Flexworking is a feature often used for employees that do not have an assigned desk but who do need a personal extension or direct inward dial number [DID].
Or flexworking can be used to achieve a centralized user management by using it in combination with the additional Active Directory User Synchronization feature, making programming of the @COM Business Manager no longer necessary if a new employee needs to be added.

Flexworking features
Flexworkers are virtually the same as normal extensions and so they can make use of the same features as any other normal extension.
Flexworkers need to use a special service code (*51) to logon or logoff their extension. This feature is by default password protected, but it's also possible to use no password at all. Users are capable of changing the password themselves via the phone by dialing the *52 service code.

Some features available on normal extension cannot be used on flexworking extensions because these features are phone or location depended or are not yet implemented.

Here is a list of these limitations:

- The function key programming of a phone does not change based on the employee who is logged on.
- The personal phonebook entries will not be updated based on the employee who is logged on.
- You cannot use device twinning
- You cannot use assisting extensions.
- You cannot use the same flexworking extension in multiple joined @COM Business Managers setup for Multiple Location Support [MLS]

Flexworking from different offices
Companies with multiple branch offices can utilize the flexworking feature to allow employees to be reachable independent of in which branch office they are located. This only functions if all the phones are connected to a single @COM Business Manager, this functionality cannot be used if each branch office uses it's own @COM Business Manager.

Technical Specifications

Features & System Limits
Below is a list of all features.
The system limits of an @COM Automated Attendant depend on the @COM model. Check the datasheet of the @COM model for all system limits.
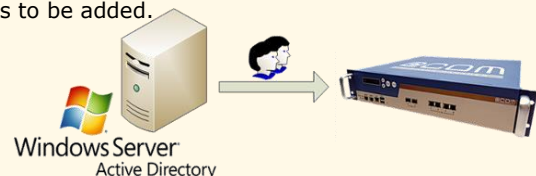
Description

Maximum Flex extensions	See datasheet @COM model	
Maximum ACD Agents	See datasheet @COM model	
Support for Snom 3xx phones (Includes visualization on display)	✔	✔
Support for Basic SIP phones	✔	✔
Support for Analog phones	✔	✔
Support for IP DECT phones	✔	✔

Optional features
(Separate datasheet available)

Active Directory User Synchronization
Active Directory User Synchronization is an optional feature that is part of the Active Directory implementation in the @COM Business Manager. It can be used to achieve a centralized user management in combination with the flexworking feature, making programming of the @COM Business Manager no longer necessary if a new employee needs to be added.

All user details will be copied from the Active Directory and by linking departments to templates the flexworking extensions can each be configured with department dependent settings.

The following items can be synchronized;

- Name   (Full name, first name & last name)
- Username
- Extension   ("IP Phone" field in AD, which must exist and be unique!)
- E-mail address
- DID number
- Cell-phone number
- Department   (Must exists in AD, used to correctly program an extension)