

# Call Barge

Call Barge allows specified users to “barge” into an active call and set up a three-way call. Every Horizon Company will have one Call Barge Group set up and does not require a Call Centre subscription to use.

## Setup & Edit Call Barge

**Call Barge can only be set up and edited by a Company Administrator.**

### **Step 1**

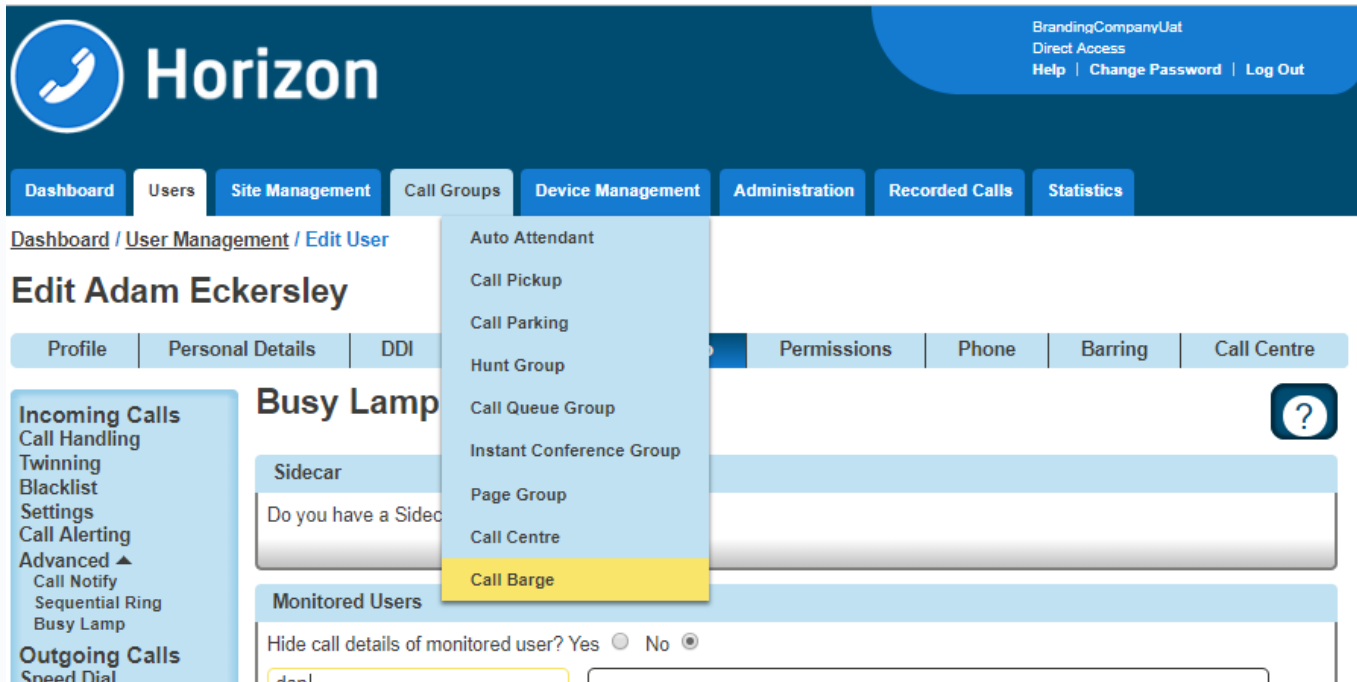
Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### **Step 2**

Select your account and locate the company that you want to set up or amend Call Barge for by using the “Actions” button and selecting “Login to Horizon”.

### **Step 3**

Select “Call Groups” and then “Call Barge”.



## Step 4

You will now have the Call Barge set-up screen. All Horizon Users will be in the left-hand table that are currently not set up as a Monitored or Managing User. Select all the users that you want to be monitored or managed and select the relevant "Add Selected" button.

Only Managing Users can barge into calls, and they can only barge into calls of Monitored Users.

### Important

A Call Centre Agent or Supervisor that has the Call Barge service subscribed will automatically appear in the appropriate list on this screen and cannot be removed or unassigned using the "Remove All" or "Unassigned All Users" buttons. The Call Centre Barge feature is classed as a higher priority.

Dashboard / Call Groups / Call Barge

## Call Barge

HOW

Select Users

Search...

- Bernice Test
- Mircea Test
- Lindis Test
- Dan Test
- Mike Test
- Louise Test
- Adam Eckersley

Monitored Users

- Lindis Test
- Louise Test

+ Add Selected   Remove All

Managing Users

- Adam Eckersley

+ Add Selected   Remove All

Warning Tone

WH?T

Unassign All Users   Save

Once you've made all the changes, click Save.

## Barging into a call

A user has to be set up as a Managing User to be able to barge into a monitored user's call. To barge into the call, the Managing User should dial \*33. Once the managing user hears the stuttered dial tone they should enter the monitored user's extension number.

### Important

When a barge happens, the Monitored Users hear a Barge-in warning tone. The other party is briefly put on hold for 1 second and will hear silence while the Monitored User is receiving the warning tone.

**There is no limit on how many Managing Users can barge in on a single call of a monitored use**

**If a call is unanswered by a Monitored User and a Managing User barges in on this call, then the call will be answered by the Managing User and this won't invoke a three-way call.**