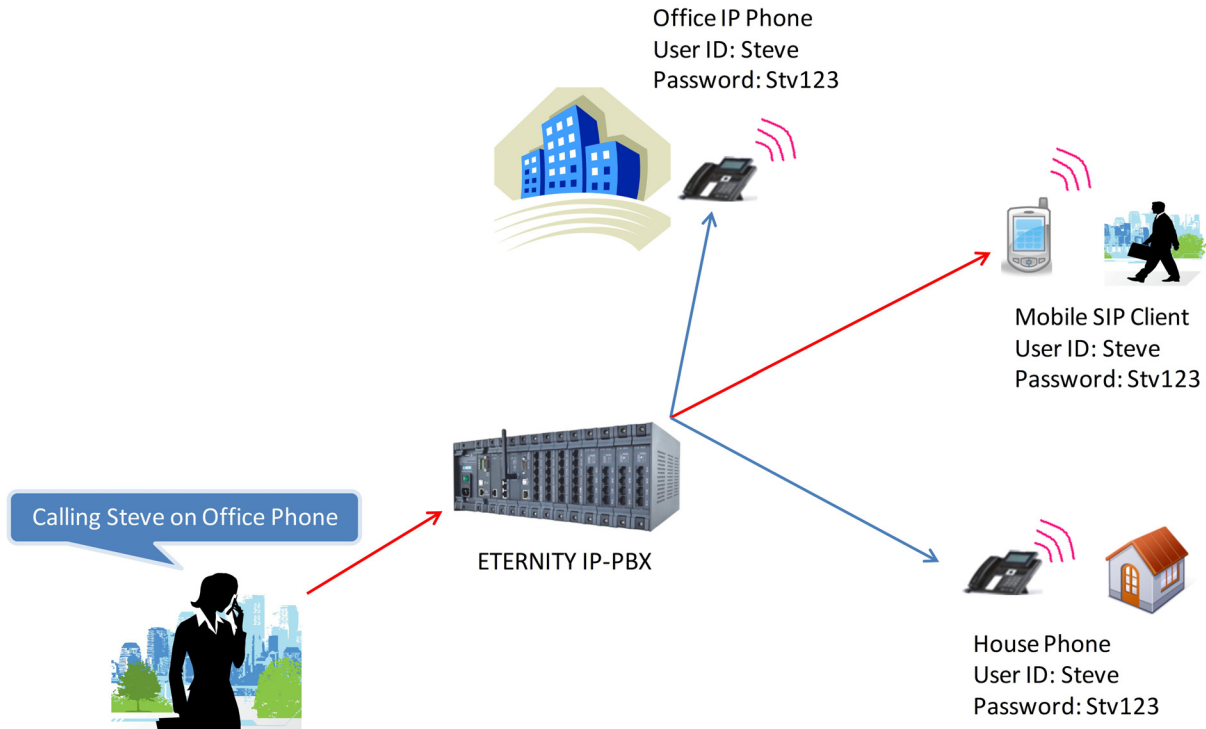## APPLICATION NOTE - 11

Feature: Call Forking

Product: ETERNITY IP-PBX

Introduction

Matrix ETERNITY - An ingeniously designed IP-PBX delivers bountiful of IP telephony features. Call forking is one such useful feature which facilities single number reach regardless of a user location (i.e. within or outside the office).

Contacting workers who frequently travel or spend most of their time in field is often difficult. Remembering multiple numbers to reach the same person at different instances makes it more cumbersome. ETERNITY allows a user to port his extension anywhere on the Internet with the added flexibility to choose from variety of IP endpoint i.e. an IP phone, Soft phone, Mobile with SIP client or a PDA. ETERNITY can remember up to three such extensions for each of its users simultaneously. When somebody tries to call an ETERNITY user, Call Forking makes the single call to ring at multiple extensions of the user. The user can answer a call from the extension with him at the moment.

Benefits

- No need to track separate numbers to reach employees on their office, home or mobile phones.

- Flexibility to use an IP Phone, Mobile with SIP client or a PC Soft phone as extension

- Simultaneous registration of up to three IP extension per user

- Make calls with office CLI display though calling from any virtual location

- Receive calls on mobile extension even when somebody calls your office desk extension

- 24x7 customer support and extended office hours

Release	29-September-2010
Software Version	ETERNITY V10 Onwards