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Fridays' Swyx Tip

 A group blog by Mirjam Baumberger in General



Fridays' Swyx Tip #20: Callback requested



Entry posted by Tom Wellige January 17, 2020

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From 2009 to 2011 [mirjam baumberger](#) wrote a great blog, the "**Fridays' Swyx Tip**". Every Friday she posted a tip regarding the usage of SwyxWare and connected tools and devices. As the old forum is offline, this article series will be restored here again over the time. Please note that some information in this article series might not be valid anymore with current SwyxWare versions.

This blog article was originally posted on 19.06.2009 08:28

Dear Swyx Users

Did you know that you can leave a callback request if an internal extension is busy or is not picking up the phone?

Assumption: You are calling another internal user but the called party is on the phone or is available but does not pick up the call.

This is how you make a callback request: Click on the "Callback" button on your SwyxIt!.



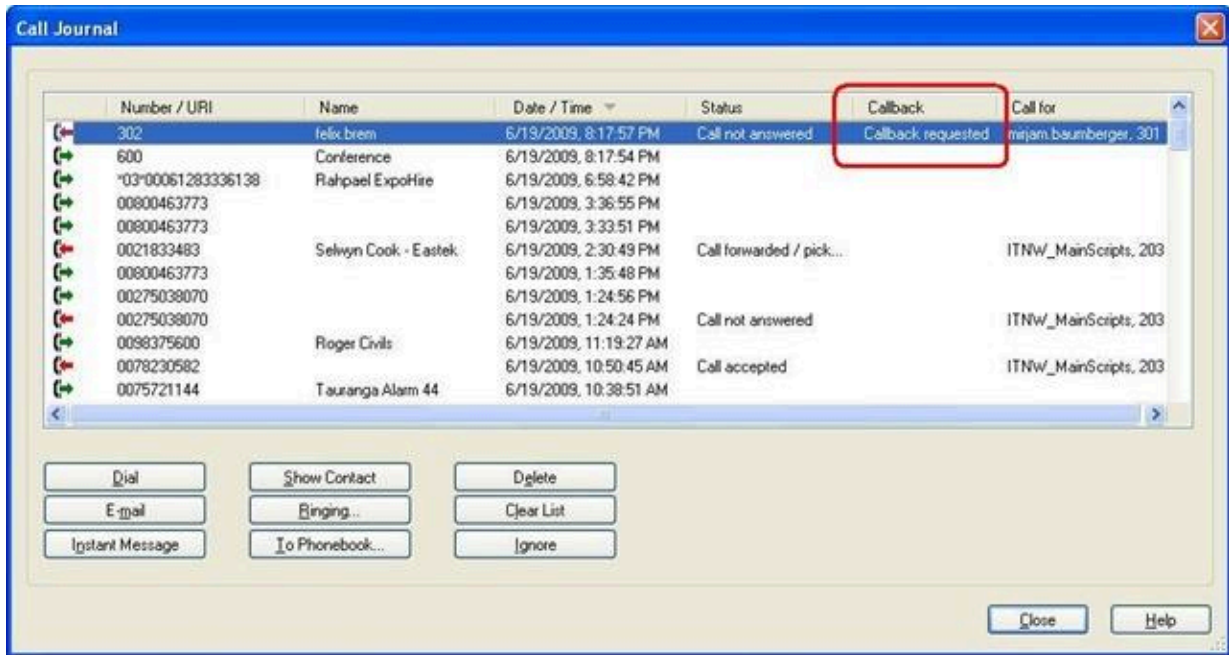
A: If the called party is busy and you place a call back request an entry will be created with "Callback on busy" in the "My Callback Requests..." list.

Once the user becomes available you will get a call alert and a popup message saying "Callback on Busy", "Click here to accept the call!"



B: If you receive a callback request when you have been unable to answer the phone, the entry "Callback requested" will be created in your caller list.

Additionally the caller list icon will start flashing and the icon changed status.



Note: The "Callback" function is only available for calls from internal subscribers.

Any questions?

Have a good weekend and happy Swyxing...

Regards

Mirjam

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