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 A group blog by Mirjam Baumberger in General



Fridays' Swyx Tip #48: DND - Advanced DDI Routing



Entry posted by Tom Wellige September 11, 2020
2,857 views

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 24.06.2011 03:41

Dear Swyx Users

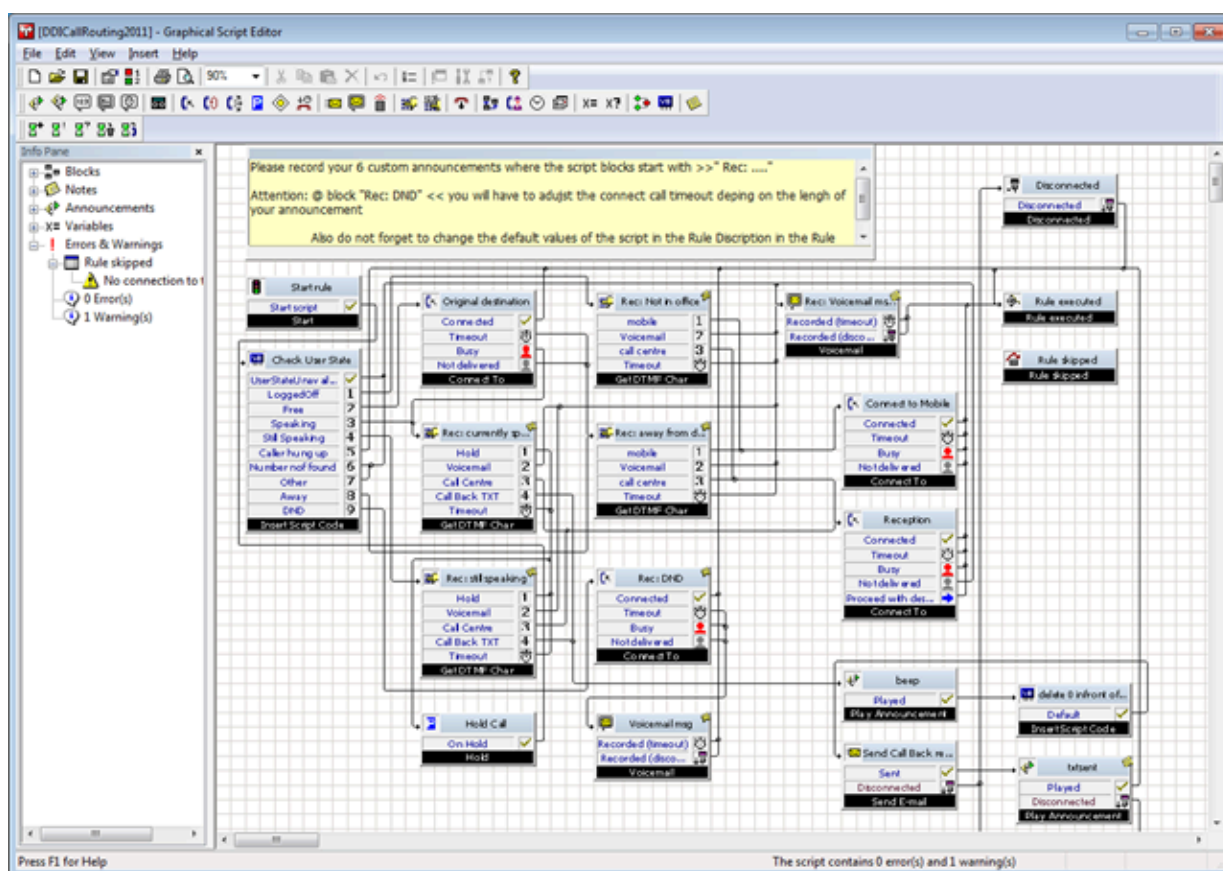
With SwyxWare 2011 I can set my phone status to "DO NOT DISTURB" and all my co-workers are automatically updated with my DND status.

This is a useful feature for many users and managers and we have been asked about this features a lot in the past. Good news is, it's now available 😊

I have created a Callrouting Script which routes incoming calls to my extension based on my user status: Speaking, Logged Off, Free, Away or DND.

📎 [AdvancedDDIRouting.zip](#)

It is simply a modification of the popular Advanced DDI call routing script prior SwyxWare Version 2011.



And there is a special "feature" implemented. You will be able to see if you receive a call in DND mode and you have even the possibility to pick up this call while the caller is listening to your greeting message:

"Hi there, although I'm in the office, I can't pick-up your call at this moment. Please leave me a message after the tone and I will return your call ASAP. Thank you".


This allows me to keep in control of any incoming calls to my extensions, I can let one caller go through to my voicemail, but pick up another one, because I know it is an important call !

Pretty sneaky, what do you think ?

Have a good weekend and happy Swyxing...

Regards
Mirjam

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