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2 line phone system with rollover

Some of these cookies are essential, while others help us improve your experience by providing information about how the site is used. For more detailed information about the cookies we use, please see our Cookie Policy. Rollover lines are used with traditional landlines to allow companies to handle more than one phone call at a time. The concept with rollover lines is that a landline can only handle one call, so any additional calls would be transferred to the next line. Rollover lines are basically dummy numbers that are only used to support simultaneous calls. A company will typically have a primary phone number that is published to customers and additional rollover numbers that do not need to be published. Hunt groups route department service calls for rollover lines are also called line search, multiline search, or search groups. It means like what it sounds like - an incoming call will search for the next open line, until it reaches a busy signal. Hunt groups are offered as a service with PBX systems and enable calls to search for specific extensions or phone numbers. With hosted PBX systems, enterprises can customize how they want the hunt group configured. For example, calls can be directed to a group of employees in a specific order or by the first to pick up. Rollover lines are unnecessary with a VoIP system As companies move their phone systems to a VoIP platform, the numbers that were used as rollover lines are usually cut from the image because they are no longer needed. Instead of using rollover lines to avoid busy signals, calls can now be placed in a virtual queue with music on hold where callers wait for the next available agent. Since the cost is minimal, some companies like to keep their old rollover numbers in case they want to use them as hotlines later, especially if the phone numbers are in sequence. VoIP supports unlimited simultaneous calls With VoIP systems, rollover lines are an included part of the service, because that's how the technology works. A VoIP number can support unlimited simultaneous calls, which means that when all your employees are on the phone, there are still an unlimited number of callers who can join your queue. That's when features like Request Callback and Timeout are helpful. A Timeout function is useful because it limits the call author's timeout. After X number of minutes, the caller in the queue can be returned to automatically to another phone number, extension, queue or voicemail. Related: 7 Questions to Ask When Buying a New Phone System A Rollover Line is an outdated service offered by traditional phone companies, and explains why your company's phone bill has a list of phone numbers it doesn't recognize. VoIP eliminates this additional service, so you just have to pay for the phone numbers that people actually dial to Glenn Stok developed automated telephone systems for more than 35 years as CEO of Stok Software, Inc. Do you ever wonder how large companies can receive so many simultaneous phone calls without receiving a busy signal? Home phones and mobile phones offer call waiting. You know him. But Call Waiting won't work with phone systems. If you want a telephone system, such as an automated operator PBX, to handle multiple callers, you need multiple rollover phone lines. Telephone line rollover is the method used to allow more than one caller to get through by routing each caller through the next available telephone line. It is important to understand that rollover is not a function of your internal telephone equipment. Your phone service provider must do so. You need to ask the telco to deliver additional callers to the next highest line. That's also known as a search group. All callers will dial their primary number, but if the first line is in use, the next call rings on the next unused line. If all lines are in use, then the next caller will get a busy signal. On the other hand, the call waiting will allow a second caller to be answered on a single line. This is not good for a telephone system, which is designed to route each simultaneous caller to a particular department or staff. A telephone system will respond to any phone line that is ringing. If your phone service provider doesn't move busy lines to the next line, then there's no way the phone system can respond to those additional callers. How many lines do you need? Simple answer: One line for each caller. So if you need to handle, say, ten simultaneous calls, you need ten lines from your telephony operator. You still use a single phone number. Additional lines have their own numbers and can be dialed directly. But the main idea is that the first number is the only one needed. If the line is in use, the caller moves to the next line which is free. In other words, the first caller sounds through the first physical line, and the next caller turned to the next physical line that is available. This rollover continues until all lines are used. If all lines are in use, then the next caller will get a busy signal. Therefore, if you want to support a high volume of calls for your business, you must get additional lines from your telco and request that these lines be set up rollover to the next line in the group. Rollover service is generally provided at no additional charge. The telco benefits from additional line charges anyway. Multiple incoming calls can be received by moving to the next available line. Why call waiting is not necessaryA take into account that the telephone system is automated to route incoming calls. If you have Call Waiting on any of your lines, the following IT will NOT move to the next line. They will get stuck there waiting for the person on that line to answer the waiting tone of the call. That works great for a single line, such as a home phone or cell phone. But when replacing additional lines is used, the call waiting will interfere with its operation. How does a rollover PBX phone system work? All incoming lines organized in a rollover search group are connected to the telephone system (PBX), and all internal phones are connected to their extension connectors. The first caller will ring through the first line. The next caller will come through the second line, and so on. It makes no difference in which line a caller enters. The PBX will handle all callers in the same way. If the system includes an automated operator, it will help guide the caller to their desired destination by providing an options menu. There are two methods to achieve the same results. Each phone is assigned an internal extension number. All callers dial the same primary number, select the automated operator options to sound the desired extension, or dial a known extension number if the telephone system provides that option. Each phone can have a direct dialing number. Typically, the last four digits of the phone number represent the extension. The telephone system will detect the last four digits and automatically route the caller to that extension. Note that in the second case, you do not need an individual line for each number. You only need enough lines to support the maximum number of callers expected at the worst loading times. How does calling with multiple lines work? Calling works differently with multiple PBX models. When any internal staff detects an extension, most telephone systems require the caller to press 9 for an external line. The system will provide the dial tone of one of the available outer lines. Some PBXs will automatically give the dial tone of any available outer line without dialing 9, so calls can be made without pressing any other keys. Image of PixabayTo Sum Up Linforth, All things considered If you are responsible for setting up the phone system, there are things to consider. Do you know how you're going to handle all your people you call simultaneously? Do you have enough staff to answer all calls? If not, then why not just have a line and let the overflow go to voicemail provided by your telco. Have you decided how you'll route all the calls? Of course, you can simply a phone connected to each line. But then you have no way to transfer calls from one to the other. It also doesn't have a smooth transition to routing people who call staff or departments. That's where the PBX phone system becomes so important. A simple phone system allows a live receptionist to answer all incoming calls and transfer them to the right places. An automatic telephone system next step, especially if you don't have a full-time receptionist to answer all calls. This allows you to provide a welcome greeting to all your callers and a menu of options that you can select to route to the desired staff or departments. A complete telephone system should also include voicemail for each extension that will play a personal greeting for each staff member and take messages for unanswered calls. Now you know what's behind a well-equipped front end for companies with lots of calls.© 2015 Glenn StokCommentsGlenn Stok (author) of Long Island, NY on November 05, 2017:Siva - You need multiple lines to have to receive multiple simultaneous calls. The only way to do this with a cell phone is to use a hosted virtual automated operator service. Check out this: on November 05, 2017: An option for the mobile line ..., how to make the automated operator + multi user call., or make it a hunting line? Glenn Stok (author) of Long Island, NY on August 22, 2015:mgt28 - Many of my clients always ask about this. They cannot understand that having a multi-line telephone system is not the only thing needed to receive multiple calls simultaneously. I find myself explaining that they need additional phone lines over and over again. Thank you for commenting.mgt28 on August 21, 2015: This is well written. I did Telecommunications 20 years ago as part of my degree in electrical engineering. I couldn't explain this without writing silly equations unnecessary technical jargon. Jargon.