Direct Connect Guide

Direct Connect allows companies to route calls to external ACD Queue systems which answer the call and insert the caller into a holding queue. The call is essentially answered by an automated system and would never connect unless the extension had Direct Connect enabled.

As an example of a use of Direct Connect, take the case of a small company that contracts out with another company to provide support for their clients. The outside support company has their own phone system with an ACD Queue. Our client creates a Support ACD Queue and 5 support extensions because they want to answer 5 simultaneous support calls. Each extension has a contact phone that rings to the outside, contracted support queue with Direct Connect enabled so that the caller is connected to the outside support queue. If our clients receive more than 5 simultaneous calls, the overflow callers wait in our client's VirtualPBX support queue.

Direct Connect can also route callers to an outside voicemail, once a caller is connected to the extension's outside voicemail it appears as a connected call to the VirtualPBX system. This means that if the extension receives a second call while the first caller is still connected to the outside voicemail system, the second caller will automatically be routed to the VirtualPBX voicemail for that extension. Therefore, the extension owner could have a voicemail waiting on their external voicemail system and others on their VirtualPBX voicemail.

Pressing # vs. Direct Connect

Pressing #: By default, when the VirtualPBX system dials out to find the extension owner at whatever phones they want to be reached (VoIP phone, cell phone, land line, etc.), the system listens for tones that indicate someone or something to pick up the line -- a person or a voicemail system. Once the carrier signal is received, we play the Call Preview Detail. During the Call Preview Detail play time, we listen for #, * or 1. If we don't get any of those, then we finish the Call Preview Detail, hang up that call to that phone, and go to the next phone in the Call Routing tab (for Follow Me calling) or drop that extension entirely and go to the next extension if the call came from an ACD queue.

Direct Connect: If you don't want to press #, you don't mind omitting the Call Preview Detail information, and do not mind the caller potentially going to your contact phone number voicemail, then you can use Direct Connect. Direct Connect bypasses the needs to press # when receiving the call with some tradeoffs. For example, if you use a mobile phone as a contact phone and you have Direct Connect enabled; if you don't answer the call, the caller will be immediately connected and hear your mobile phone outgoing greeting and be prompted to leave their message there, on your mobile phone, NOT on your VirtualPBX extension.

Please Be Aware

VirtualPBX recommends NOT using Direct Connect in the following conditions:
 • If you want the Call Preview Detail played in your ear before starting the call
 • If you have multiple numbers in your Call Routing Tab and you use Follow-Me Calling
 • You do NOT want callers leaving voicemail on your contact phone number (like your cell phone).
 • If you are an extension owner participating in an ACD Queue; in this instance the caller may get stuck on your contact number voicemail rather than go to the next available extension owner.

Turn Direct Connect On

If you wish to go ahead and turn the Direct Connect feature on, you would do that under the **Call Routing > Advanced Configuration** when you log in under your own extension. It is a checkbox that you check for each phone you wish to have Direct Connect enabled on.