

# Bluestone PBX Abbreviated Services List

The table below is an abbreviated list of the more popular services available on the system

Blue/Gray = User accessible function

Red = Reserved for system functions

Code	Feature Description
*400	<b>General voice mail access.</b> Asks for voice mail box and password. This code is typically used for external access to voicemail from the IVR.
*401	<b>Direct voice mail access</b> Uses the current phone extension for voice mail box and only asks for the password.
*402	<b>Conference bridge access</b> If you subscribe to the conference service this provides access to your conference bridge(s).
*405	<b>Pause queue member</b> Allows an agent in an ACD to pause their inclusion in call distribution
*406	<b>Unpause queue member</b> Allows an agent in an ACD to resume their inclusion in call distribution
*409	<b>Clean up voicemail</b> A utility that will delete all of the voicemail in your voicemail box.
*410	<b>Unused.</b>
*411	<b>Directory</b> Provides access to the company directory.
*412	<b>Call Pickup</b> Allows you to pick up calls in a pickup group, from any other phone in that same group.
*420	<b>Call Monitor</b> Provides the means for call center supervisor to monitor conversations live.
*450-469	<b>Tracks (recommended location)</b>
*470-474	<b>IVRs (recommended location)</b>
*491-492	<b>Switch between Night and Day mode</b> Controls the 'nswitch' cell from the actions cell library. Allows for manual switch of the call flow from say and IVR to an operator and vice versa.

<b>*499</b>	<b>VMSQL macro</b> Used in an internal cron job to periodically run the emergency call distribution application.
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