

Call Barge In Guide (Public)

What is call barge in?:

Call barge in allows users to barge in to talk to or listen in to another users

Please note: by default all users are exempt from having their calls barged in. To remove this exemption, please contact support@globe2.net. Furthermore, by default an audible tone will be played to the user who's call is being barged.

How to barge in a call:

If another User is talking to a customer, but you need to support them on a call, dial *33 followed by their extension number. If you have the warning tone turned on in the Business Portal, the other User will hear it to make them aware Barge In has occurred. A three-way call will then be established.

If you are listening in for training, please ensure you mute your microphone as all parties in the phone call will be able to hear you.

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