Unified Communications & EBS Service Desk - Estates and Facilities

What if I don't want to use my personal phone to make calls?

Justin Looper - 2023-11-13 - Comments (0) - One Number Service - FAQ

Hesitation with using your own device is understandable and expected. Using ONS does not require you to download it on your own device as you can use the Web Client solely. To alleviate most common concerns with using the app on your own device please see below:

1. Taking and Making calls using your personal device does not:
    1. Use your contract minutes or texts
    2. Expose your personal number to callers
    3. Save contacts from your device to any system or server in the trust
2. If you are unavailable, you can forward your calls to the Addenbrookes Voicemail system to ensure you do not receive calls when you shouldn't be or cant take them. You can adjust your device ring times to avoid calls going into your personal voicemail (under 18 seconds).

The biggest benefit to the app is having the ability to immediately change the destination of your calls and you can see who has called you from the trust at a glance.