FonComfort Smart Routing
Skype® for Business telephony plugin

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Expand Microsoft® Skype® for Business with comprehensive routing options and configure call forwarding individually

Features

- Activate different forwarding destinations depending on presence state
- Setting up forwarding depending on time of day and day of week
- Forwarding depending on a calendar period
- Forwarding calls to specific destinations depending on incoming caller number
- Combination of different forwarding criteria
- Routing options can be set globally or per user and are part of the FonComfort™ Server telephony plug-in
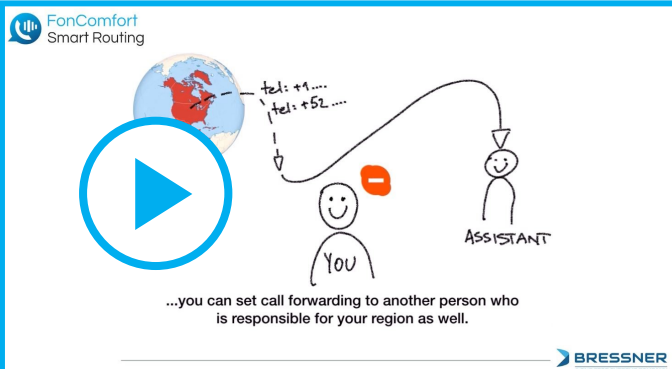
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Set up your redirects according to the following criteria

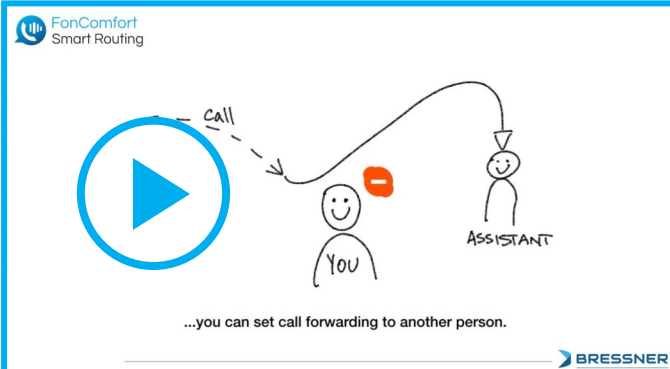*Click on a thumbnail to watch a video tutorial.*

Based on caller source

Presence-based
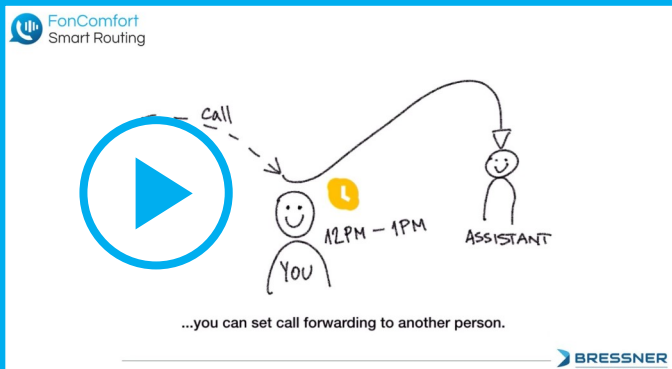
Time-based

Based on calendar period

Last update: April 2021 - Specifications are subject to change without notification

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More information

FonComfort™ telephony suite

FonComfort™ Smart Routing is part of the FonComfort™ telephony suite, which represents a branche of our Skype® for Business addons. Choose your fitting solution from the table or contact us: +49 (0)8142 47284 – 71 or salestelecom@bressner.de

Software package	Client / Server	Main features
FonComfort™ Server	Server-only	▪ Central configuration of FonComfort™ telephony functions ▪ Busy-on-busy
FonComfort™ Professional	Client plugin for Microsoft® Skype® for Business client (requires FonComfort™ Server)	▪ Call monitor for efficient call handling ▪ Improved call handling via hot keys ▪ Expansion of Microsoft® Skype® for Business client (call pickup, call forwarding, etc.)
FonComfort™ Ultimate	Client (requires FonComfort™ Server) Separate Windows client	▪ Manager/assistant and team management application, 1-click call handling ▪ Change settings for others ▪ Show available contact channels per contact (Microsoft® Skype® for Business, Phone, Mobile, Chat, Voicebox…)
FonComfort™ Smart Routing	Team Admin Dashboard (requires FonComfort™ Server)	▪ Call forwarding dashboard for Microsoft® Skype® for Business on-prem ▪ Manage call forwarding via presence state, calender date, time or caller numbers ▪ Global configuration or per user

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System requirements

- Microsoft® Skype® for Business Client
- Microsoft® Skype® for Business Server 2015 or 2019
- FonComfort™ Server

Compatibility

Compatible with certified USB and standalone Microsoft® Skype® for Business phones and headsets. In addition, the FonComfort telephony suite is compatible with the following clients and operating systems:

- Skype® for Business
- Windows® 10

Additional information

For more information, trial licenses, and other add-on products for Microsoft® Skype® for Business, please visit our BRESSNER website at: Unified Communications

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