

## Call Types

Call Type with the letter **O** is for Outgoing calls and is bearing costs as a Business call, and the Call Type **OP** is for **Outgoing Personal** (calls dialed with a prefix of 88) . A combination of the Call Type Codes will be displayed on your Monthly Statement for example IF, IX, OF, OTR, ITR.

The major call directions are <b>Out (O)</b> - outgoing calls, <b>In (I)</b> - incoming calls, <b>Internal (L)</b> - calls from employee to employee within your organization. <b>Call Types</b>	Call Type Code	Definition
<b>Conference</b>	<b>C</b>	Calls that simultaneously involve more than two employees or destinations
<b>Trunk</b>	<b>T</b>	Tie calls from one trunk group to another
<b>DISA</b>	<b>D</b>	Calls made from one employee but charged to a different employee through the charge code assignment
<b>Abandoned</b>	<b>A</b>	Abandoned calls are calls that are started but not completed.
<b>Transferred</b>	<b>X</b>	Calls that are transferred between employees
<b>Forwarded</b>	<b>F</b>	Calls that are automatically forwarded or diverted to another employee. The employee that the call reaches is not the employee originally dialed by the caller.
<b>Busy</b>	<b>U</b>	Calls that are not completed because the destination is unavailable
<b>Hold</b>	<b>H</b>	Calls that are placed on hold
<b>Personal</b>	<b>P</b>	Personal calls If the user has access to both Call Types, the Personal option appears enabled and can be used according to user's needs.
<b>Bad</b>	<b>B</b>	Calls filtered out by your call threshold criteria

<b>Malicious</b>	<b>M</b>	A suspicious call that is marked by the user.
<b>Video</b>	<b>V</b>	A video conferencing call
<b>Pickup</b>	<b>K</b>	<p>Incoming calls picked up by the users within their own group or within other call pickup groups by dialling the group call pickup number for that group.</p> <p>Example:</p> <ol style="list-style-type: none"> <li>1. A call comes in from the PSTN to extensions 2000, 2001 and 2002, which are in the same pickup group.</li> <li>2. Extension 2002 picks up the call that is ringing on 2001.</li> <li>3. Extension 2002 answers the call, and the call connects between the PSTN caller and extension 2002.</li> </ol>
<b>Error</b>	<b>R</b>	Error calls that could not be processed for one reason or another

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