

Groupcall Fact Sheet 108 – Where contact details are taken from in SIMS

GroupCall will use the three key number sections in SIMS.

Number details are taken from the "Family/Home" section and assuming that the parental responsibility box has been checked, the priority order is then read, and the highest priority user details will be used

a) The Home telephone number is taken from "Family/Home", the location field is labelled "Home". This is used for Voice calls only.

b) Work Numbers are taken from "Family/Home", the location field is labelled "Work" This is used for Voice calls only.

c) Mobile Numbers are taken from "Family/Home", the location field is labelled "Mobile" This can be used for SMS and Voice calls.

If there are multiple priority contacts; Mother, Father, Other Family Member/Relative, Groupcall will select the contact with the highest priority order with Parental Responsibility first. (Priority order takes the form, 1, 2, 3 etc with 1 being the highest priority)

All numbers are used for Voice calls, but for text calls only one number is used. The system applies the following rules to choose which number:-

1. If there is only one mobile number, GroupCall will use it.
2. If there are two numbers, it will use the one which has the highest priority order.
3. If there are two numbers and both have the same priority order, Groupcall will select the contact details that appear at the top of the 'Family/Home' contact screen list.

GroupCall will also use the following Email address section in SIMS.

Email address details will again be selected from the "Family/Home" section entitled Telephones and Email addresses.

Similar rules will be applied to email addresses as are applied to the selection criteria for mobile phones.