

# TrunkGroup: CallWaiting required to have multiple calls to TGUsers

## Contents

As for normal BWUsers, the service \"Call Waiting (CW)\" is required for TGUsers (with the exception of the PilotUser) to receive more than one call.

Note that it is not required to assign Call Waiting to the Pilot User. Call Waiting is included as a function of the Call Capacity feature of the Trunk Groups for the PilotUser; multiple calls routed to the PilotUser of a Trunk Group will route directly to the Trunk Device up to the maximum call capacity of that trunk group (or up to the Enterprise/Group Trunking Call Capacity\*). If the Trunk Group reaches the call capacity limit, any additional calls will be directed to the busy treatment on BroadWorks.

It is possible to assign Call Waiting to the PilotUser:

- CW not assigned to the PilotUser: PilotUser can receive multiple calls
- CW assigned/activated to the PilotUser: same as service not assigned: PilotUser can receive multiple calls
- CW assigned/de-activated to the PilotUser: limit calls to the PilotUser to one call.

As mentioned, Call Waiting IS required for Trunk Group Users (other than the PilotUser) for multiple simultaneous calls to be delivered to the Trunk User. Each call will count towards the simultaneous call capacity.

\* For Enterprise/Group Trunking Call Capacity limit, have a look at:

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