Single Number Reach (SNR)

To request this tool be set up, an authorized submitter for the Agency would submit a Helpdesk ticket to request. This will need to include the users name and number, cellular device number and whether it is a personal or state issued device.

SNR provides UC users with the ability to be reached via a single number. When their State of Missouri (SOM) phone number is dialed, it will ring on their UC desk phone for two rings and then begin ringing their cellular phone simultaneously. SNR users can pick up an incoming call on either their desk phone or cellular phone when enabled. And at any point, users can move the in-progress call from one of these phones to the other without interruption. When a call is not answered, it will go back to the SOM voicemail.   In addition, when a call is made out from the cellular device, the SOM desk phone number will display.

SNR can be set up for both state and personal devices. With personal devices, the SOM will not reimburse for any overages of minutes or charges that SNR may cause.