

Single Number Reach (SNR)

Single Number Reach provides UC users with the ability to be reached via a single number. When their State of Missouri phone number is dialed, it will ring on their UC desk phone for two rings and then begin ringing their cellular phone simultaneously. Single Number Reach 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 State of Missouri voicemail. In addition, when a call is made out from the cellular device, the State of Missouri desk phone number will display.

To request Single Number Reach (SNR) be set up, complete these steps.

1. Have an authorized submitter for the Agency submit a Helpdesk ticket to request SNS.
2. Include the following information in the ticket
 - a. User's Name
 - b. User's desk phone number
 - c. User's cellular device number
 - i. Include whether this cell phone is a personal or State issued device.

Single Number Reach can be set up for both State and personal devices. With personal devices, the State of Missouri may not reimburse for any overages of minutes or charges that Single Number Reach may cause. Please check with your Agency for additional information.

