Unified Communications & EBS Service Desk - Estates and Facilities

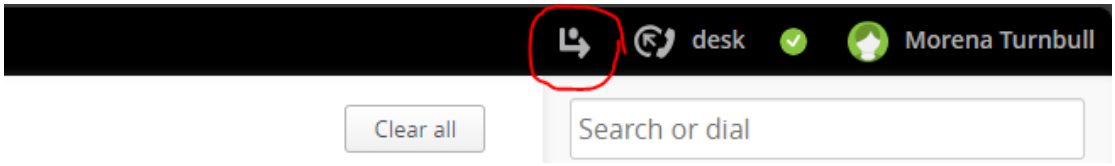
Can I schedule calls to go to voicemail?

Jon Woods - 2023-11-13 - Comments (0) - One Number Service - FAQ

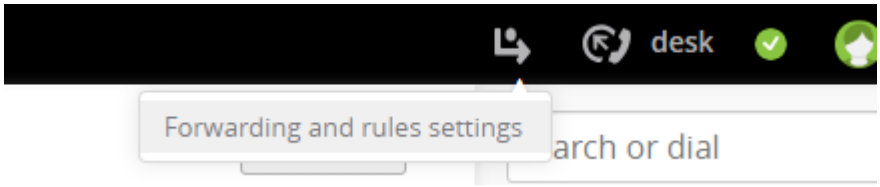
Yes, you are able to set up rules on the web client. This is helpful whether you have set working times or you only work specific days.

To set up the rules see below.

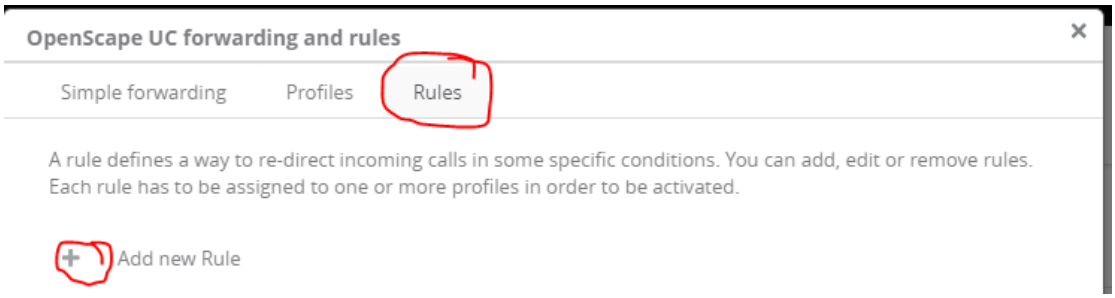
Navigate and login to your Web Client. Once there select the 'forwarding and rules options' button seen in the top left hand corner next to your preferred devices.



Once selected click on the drop down



Navigate to 'Rules' and click on the plus sign to add new rule



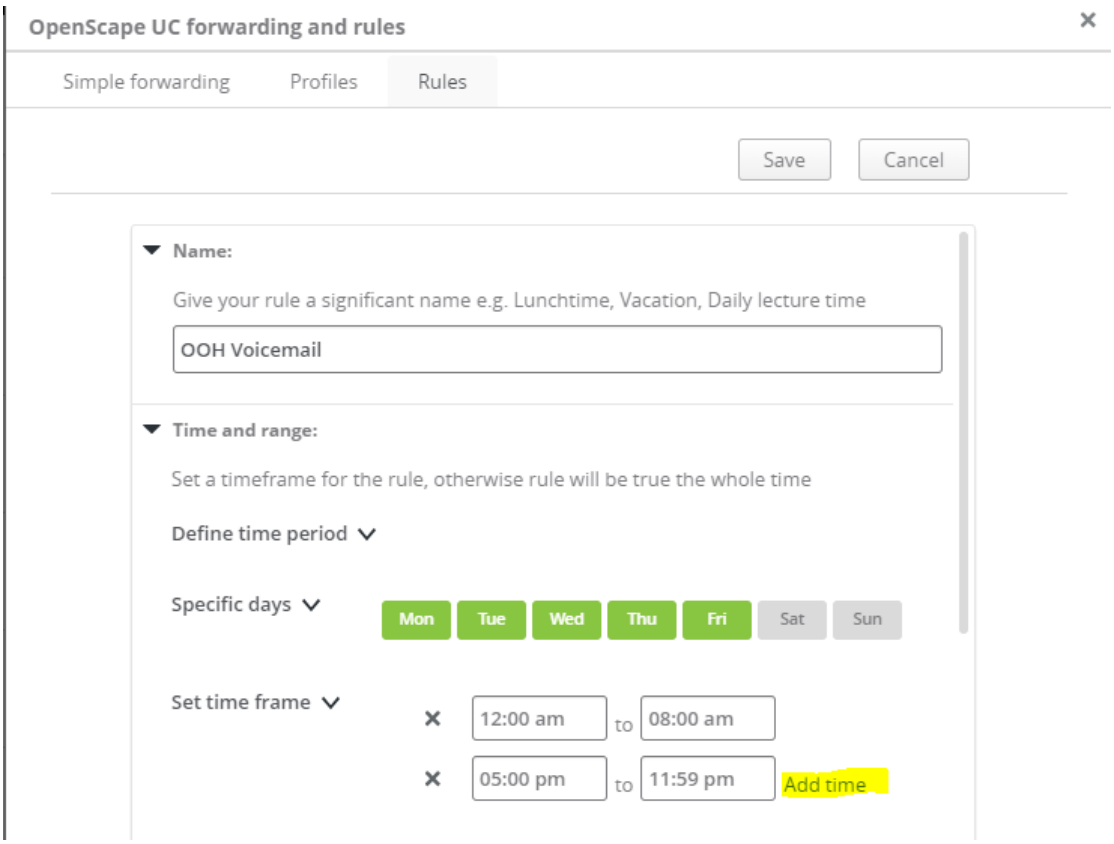
Name your Rule (E.g. Out of Hours Voicemail) and add specific details.

Setting Day and Time Rules

Under 'Time and range' click on A***ny time and day*** and change this to ***Define time period .*** Once done select the drop down next to ***Choose day or date.*** This will provide you with two options as follows:

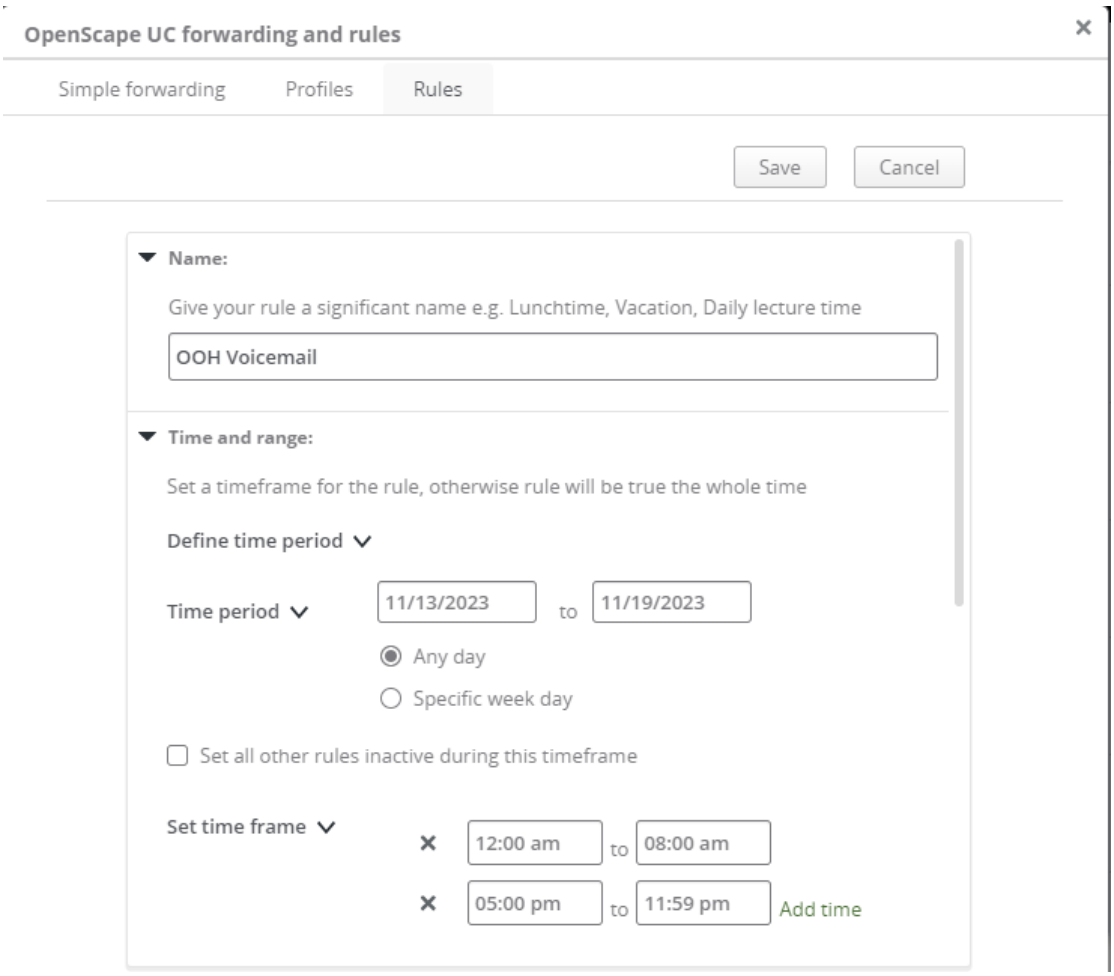
- Specific Days: this lets you pick specific days in the week (Mon-Sun) and underneath you can set the timeframe you wish the rules to be active. More times can be added by selecting ***Add time***

E.g Our OOH Voicemail below will kick in Mon-Friday 12:00-08:00 and then 17:00-23:59.



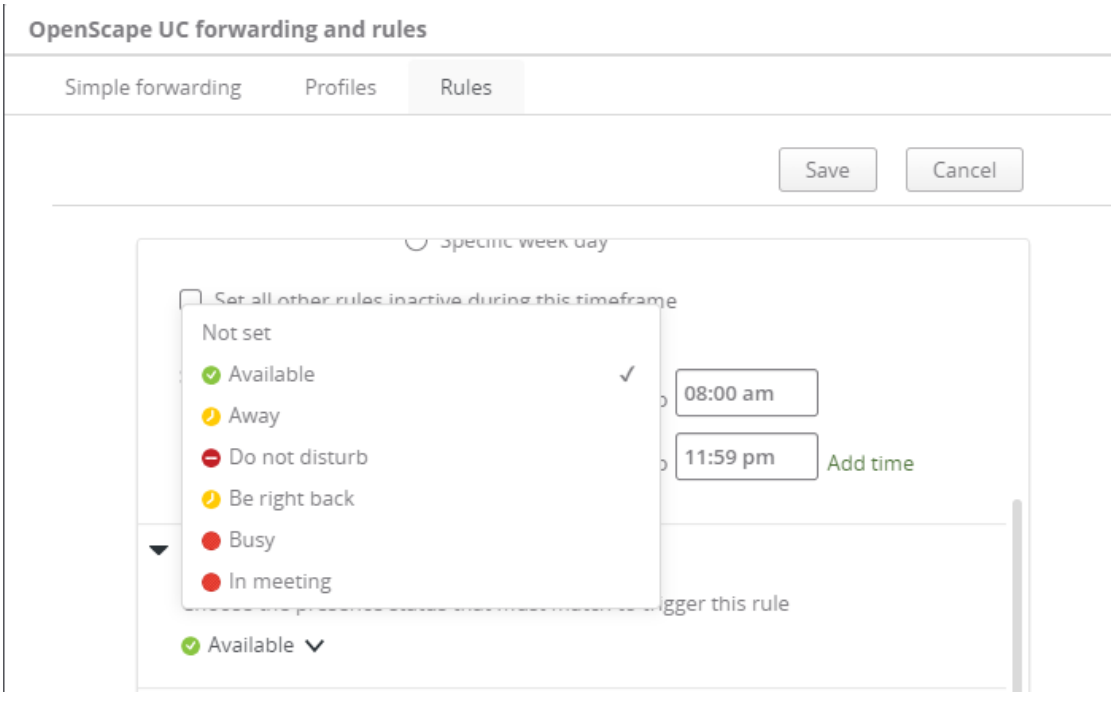
- Time period: This is great to use when on annual leave as it allows you to select a range of specific dates. You can also specify time should you wish during this time as above.

E.g Our OOH Voicemail below will kick in 13/11/2023 to 19/11/2023 (dates may show in American format as below) between 12:00-08:00 and then 17:00-23:59.



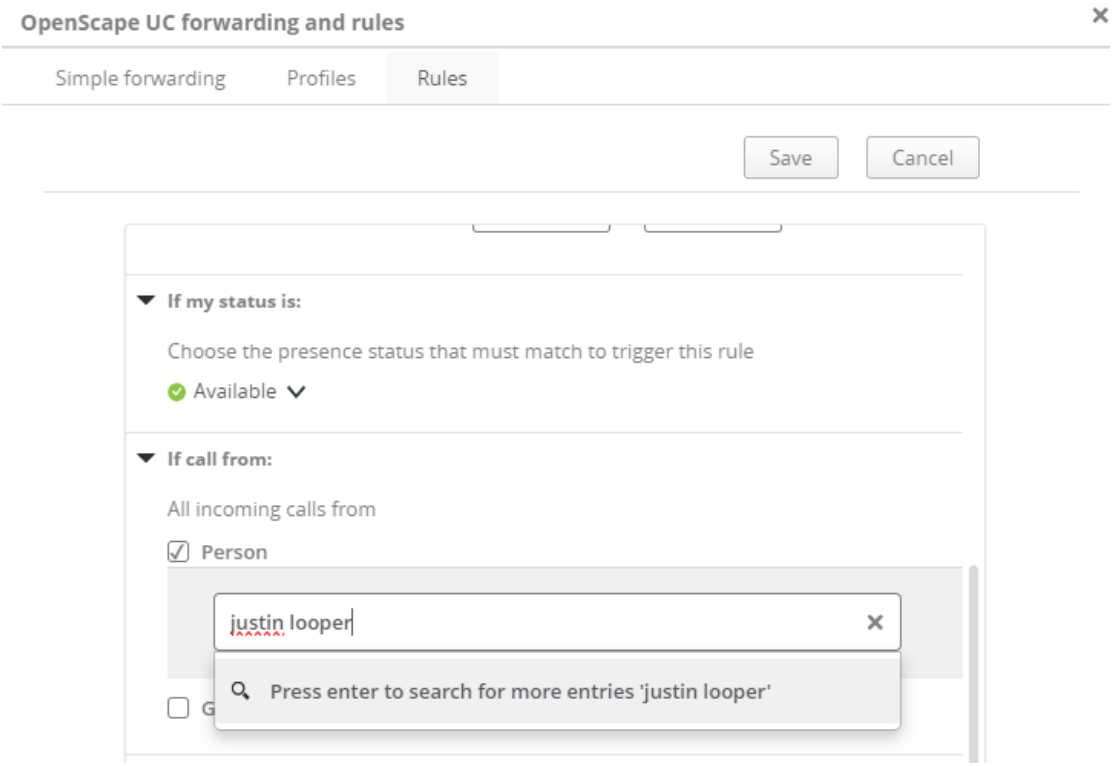
Setting Status Rules

Rules can also be set up for specific statuses rather than times and dates. If you wish to set up status rules (e.g. if youre in a meeting and you wish calls to go to voicemail or specific preferred device) then select which status you would like to use under the ***If my status is*** field.



Setting Call from Rules

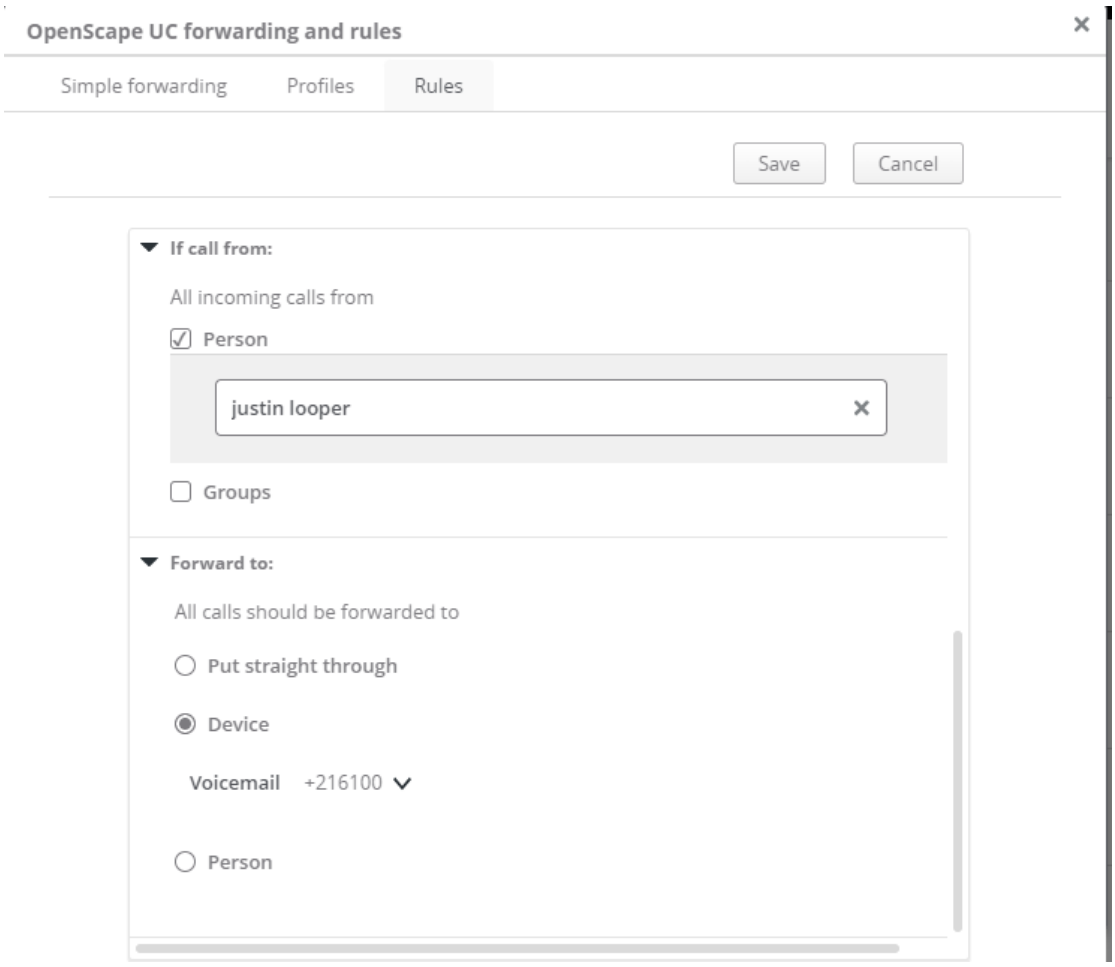
You are able to set rules for specific people and groups within the ONS directory. You can make your own groups see seperate article for this. To do this select which option you would prefer and type in their name. Then press enter or select the field. This will bring up all the options ONS has.



Setting the Rule Destination

Once you have configured specific characteristics of the rule you want using the above options you can set the outcome. The outcome is what happens to the call, so what preferred device the call ultimately get passed through to.

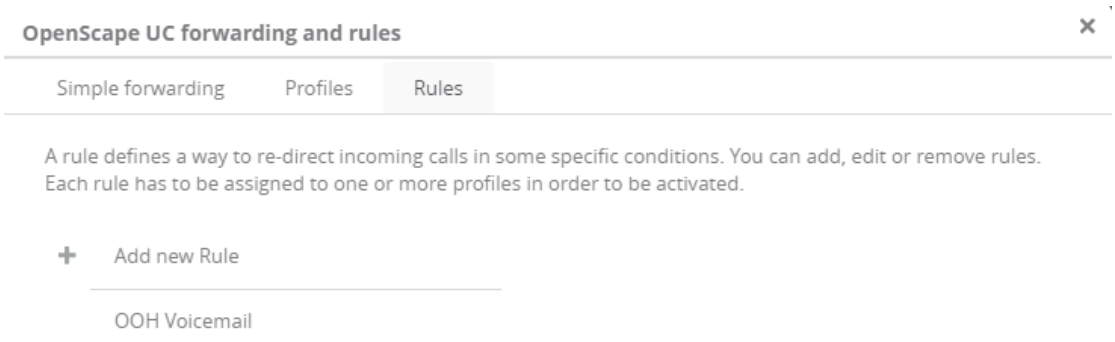
To select a specific device for the outcome select ***Device and*** select from your configured preferred devices (e.g. voicemail)

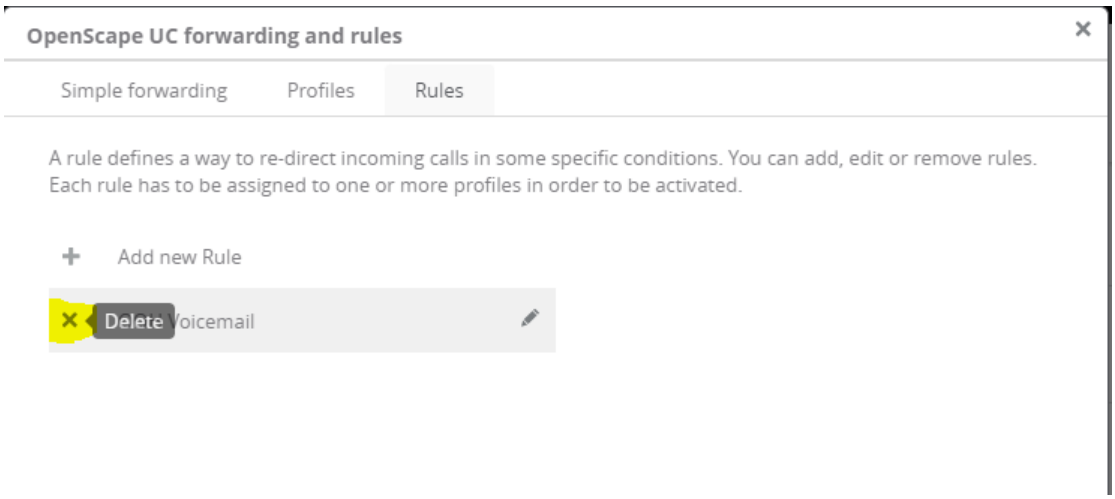


Once you have configured all your preferred options hit S**ave**.

Your new Rule will show in your Rules tab in the ***OpenScape UC forwarding and rules*** popup.

To ***Delete*** a rule simply hover over the left side of the rule and an 'X' will appear. Click this to ***Delete*** the rule.




OpenScape UC forwarding and rules
Simple forwarding
Profiles
Rules
A rule defines a way to re-direct incoming calls in some specific conditions. You can add, edit or remove rules.
Each rule has to be assigned to one or more profiles in order to be activated.
Add new Rule
Delete
Voicemail