Unified Communications & EBS Service Desk - Estates and Facilities

Knowledgebase > One Number Service - FAQ > Can I schedule calls to go to voicemail?

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.

	🕒 🚱 desk 📀 🚱 Morena Turnbull
Clear all	Search or dial

Once selected click on the drop down

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Forwarding and rules settings	arch o	or dial		

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



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**

					Save	Cancel	
▼ Name:							
Give your r	rule a significa	ant name e.;	g. Lunchtim	e, Vacation,	Daily lecture t	ime	
OOH Voic	email						
▼ Time and r	ange:						
Set a timef	rame for the	rule. otherw	/ise rule wil	be true the	whole time		
Define tim	e period 🗸	,					
Specific da	ys 🗸	Mon Tu	e Wed	Thu	F ri Sat	Sun	
Set time fr	ame 🗸	_					
		X 12	2:00 am	to 08:00 a	am		

- 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.

imple forwarding Profiles	Rules	
	Save	
▼ Name:		
Give your rule a sign	ficant name e.g. Lunchtime, Vacation, Daily lecture time	
OOH Voicemail		
▼ Time and range:		
Set a timeframe for t	he rule, otherwise rule will be true the whole time	
Define time period	~	
Time period 🗸	11/13/2023 to 11/19/2023	
	Any day	
	O Specific week day	
Set all other rules	inactive during this timeframe	
Set time frame 🗸	X 12:00 am to 08:00 am	
	▼ 05:00 pm 11:50 pm	
	Add time	

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.

Simple forwarding	Profiles	Rules		
				Save
		- specific wee	к иау	
Sot :	ll other rules in	active during th	is timofrar	ηe
Not se	et			
: 🕑 Ava	ilable		\checkmark	
🤌 Aw	ay			08:00 am
😑 Do	not disturb			Add time
🕗 Be	right back			
🕳 🔴 Bu:	5y			
• In r	neeting			
				igger this rule

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.

0	penScape UC forwarding and rules	×
	Simple forwarding Profiles Rules	
	Save	
	 If my status is: Choose the presence status that must match to trigger this rule Available 	
	▼ If call from: All incoming calls from	
	✓ Person justin looper ×	
	G Press enter to search for more entries 'justin looper'	

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)

Simple forwarding	Profiles	Rules		
			Save	Cancel
▼ If call fr	om:			
All incor	ning calls from	1		
√ Pers	on			
ju	ıstin looper			×
Grou	ıps			
▼ Forward	to:			
All calls	should be for	warded to		
🔿 Put	straight throu	ıgh		
Dev	ice			
Voice	mail +21610	• • 0		

Once you have configured all your preferred options hit Save.

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

Sim	ple forwarding	Profiles	Rules		
A rule Each	e defines a way to r rule has to be assi	re-direct incor gned to one o	ming calls in or more prof	some specific conditions. You can add, edit or remove rules. iles in order to be activated.	
+	Add new Rule				
	OOH Voicemail				
OpenS	cape UC forward	ding and rul	es		×
Sim	ple forwarding	Profiles	Rules		
A rul Each	e defines a way to rule has to be assi	re-direct incor igned to one c	ming calls in or more prof	some specific conditions. You can add, edit or remove rules. iles in order to be activated.	
+	Add new Rule				