Call Forward Busy

264 Darren M Thu, Feb 11, 2021 Feature guides, User Features 1786

Call Forward Busy

Description

This feature enables a User to redirect incoming calls to another phone destination when the User is busy.

Function

Call Forwarding Busy feature forwards calls to a specified phone destination when the User is busy. A User is considered busy when there are too many active calls or a feature makes the User appear busy to the caller.

Features that will make a User appear busy to a caller include, but are not limited to, Do Not Disturb or Selective all Rejection.

Configuration/Operation

Call Forwarding Busy can be activated and deactivated by use of Feature Access Codes:

*90 Call Forwarding Busy Activation (Follow instructions to enter destination number)
*91 Call Forwarding Busy Deactivation
67 Call Forwarding Busy Status
*40 Call Forwarding Busy To Voicemail Activation
#40 Call Forwarding Busy To Voicemail Deactivation

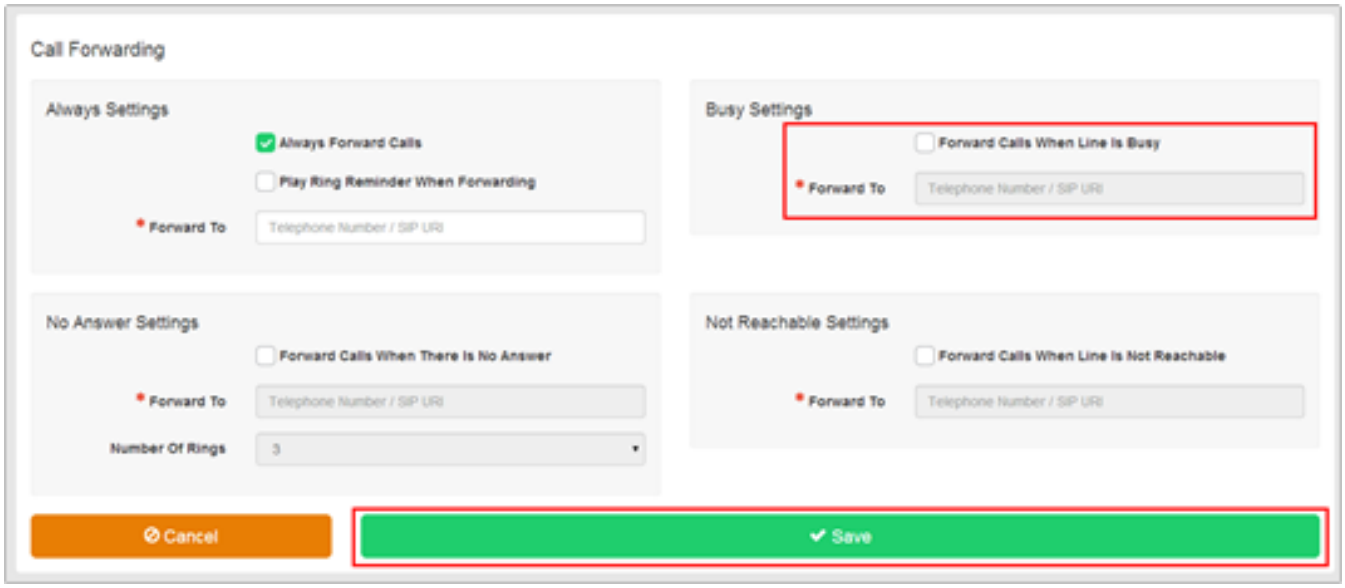
Web Portal Configuration/Operation

This service can also be set through the web portal.

To configure Call Forwarding Busy through the Business Portal, navigate to:

- Employees (select employee) > Features > Call Forwarding

- Select the ‘Forward calls when line is busy’ box to turn on the Call Forwarding Busy feature



- Enter a valid phone number or SIP URI that you wish to forward all calls to when the line is busy in the ‘forward to number/SIP URI’ box. If the number or SIP URI you enter is not valid the caller will receive number unattainable tone or a network announcement.
- Click Save

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