OSSmosis 5 User Guide

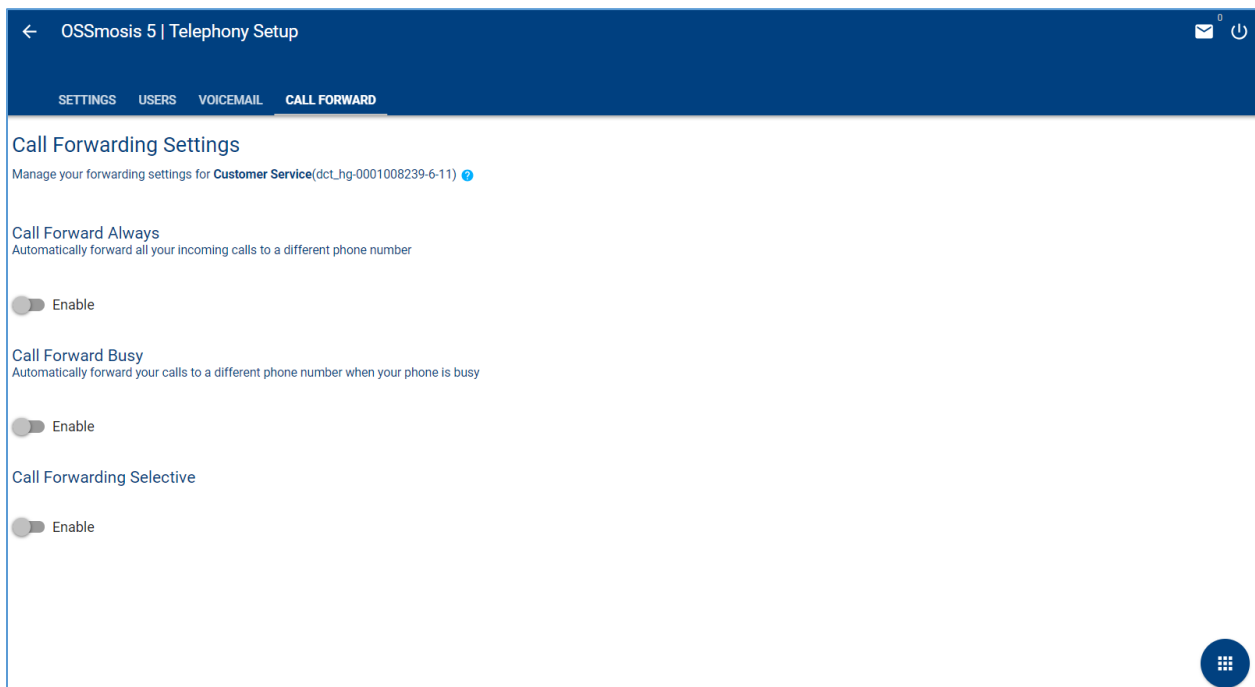# Call Forwarding

MOMENTUM
T E L E C O M

Call Forwarding Settings

Call Forwarding allows you to forward specific calls matching your pre-defined criteria to a different phone number. The criteria for each Call Forward Selective entry can be a list of up to 12 phone numbers (DID or extension) or digit patterns, and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number, day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

When applying a Time and Holiday Schedule to the same Call Forward Selective rule, it is important to note that both schedules need to be active for that rule to take effect. If the intent is to apply both a Time Schedule (for normal business hours) and a Holiday Schedule (for company holidays), <u>two separate rules must be created</u>. The rules are activated in the order they are listed. We advise you to put a number into each rule's name to ensure they activate in the proper order. For example, create a "1. Holiday Rule" and "2. Business Hour Rule" separately when you want to apply both a Holiday Schedule and Time Schedule to the same object.

Call Forward (Advanced) Settings must be turned on by your Project Manager or Customer Support. Call Forward rules can be applied to Hunt Groups, Auto Attendants, Call Center and at the User level.
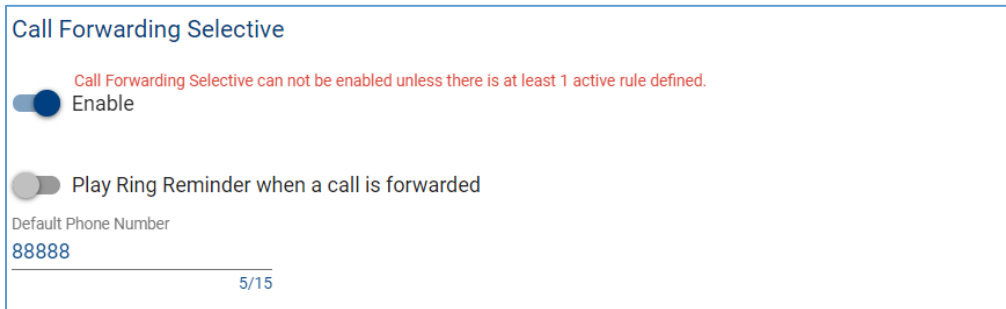
- [Adding a Call Forwarding Rule](#)

- [Call Forward Always](#)
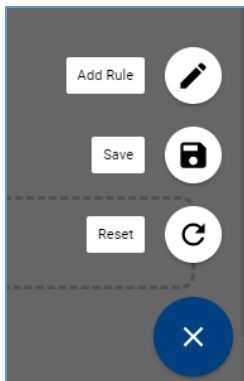
- [Call Forward Busy](#)

Adding a Call Forwarding Rule

Before enabling Call Forward, a default phone number must be added and a call forwarding rule must be created.
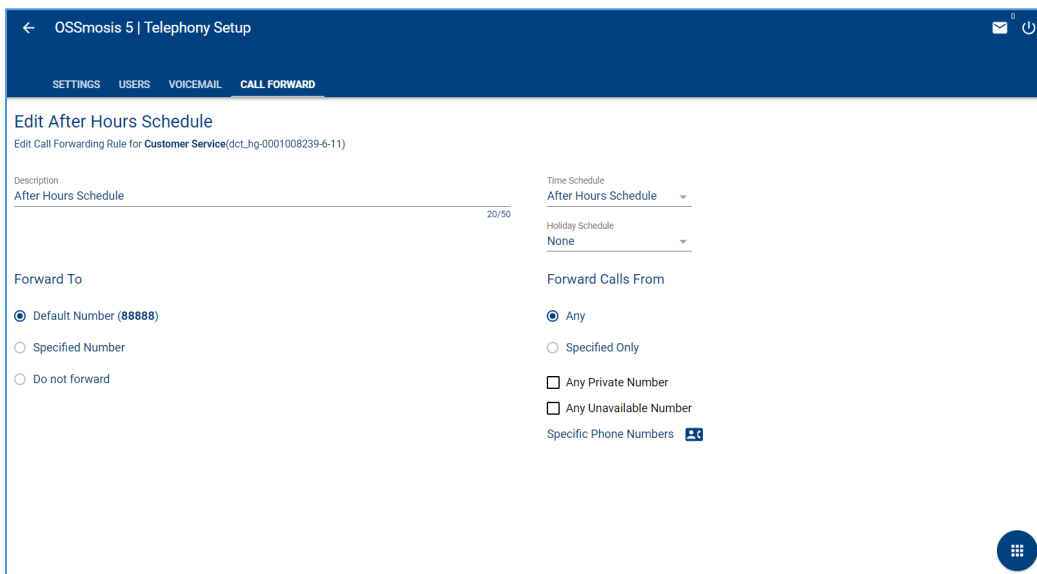
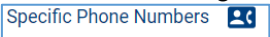1. Enable the Call Forwarding Selective option, enter the default phone number, and select the Actions ⠿ icon.
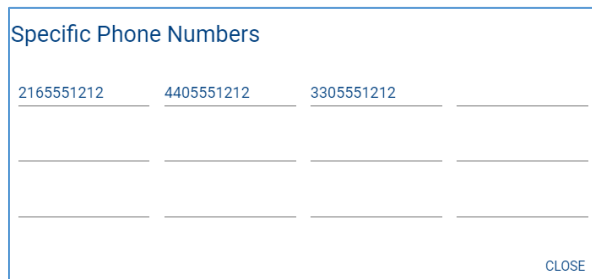
   Call Forwarding Selective

   Call Forwarding Selective can not be enabled unless there is at least 1 active rule defined.
   Enable

   Play Ring Reminder when a call is forwarded

   Default Phone Number
   88888
   5/15

2. Select "Add Rule".

   Add Rule ✏️

   Save 💾

   Reset ↻

   ✕

3. The following Settings can be applied to the Call Forwarding rule.

   ← OSSmosis 5 | Telephony Setup

   SETTINGS   USERS   VOICEMAIL   **CALL FORWARD**

   Edit After Hours Schedule
   Edit Call Forwarding Rule for **Customer Service**(dct_hg-0001008239-6-11)

Description	Time Schedule
After Hours Schedule	After Hours Schedule ▾
20/50	Holiday Schedule
	None ▾

   Forward To

   ● Default Number (**88888**)

   ○ Specified Number

   ○ Do not forward

   Forward Calls From

   ● Any

   ○ Specified Only

   ☐ Any Private Number

   ☐ Any Unavailable Number

   Specific Phone Numbers 📇

A. **Description** – the name of the call forwarding rule. This will be the name that appears on the Call Forward settings page.

B. **Forward To**

    i.   *Default Number* – This is the default number that was originally added before the rule was created. All calls will be forwarded to this default number unless otherwise specified through the Specified Number or Do Not Forward options.

    ii.   *Specified Number* – When selected, you have the ability to enter a different number for calls to be forwarded to. Calls will not route to the default number when this option is selected.

    iii.   *Do Not Forward* – Calls will no longer forward to the default number regardless of the time or holiday schedule entered.

C. **Time Schedule** -- The time schedule the call forwarding rule will follow. If you also want to apply a holiday schedule to the same default number, you must create a new rule for that schedule.

D. **Forward Calls From**

    i.   *Any* – Any incoming call will follow the call forwarding rule.

E. **Specified Only** – If selected, you can enter up to 12 numbers or digit patterns that will follow the call forwarding rule. When selected, click on "Specific Phone Numbers" Specific Phone Numbers 👥 .

A pop-up window will open to prompt entry of the specific phone number that will be applied to the forwarding rule.

Specific Phone Numbers

| 2165551212	4405551212	3305551212	

CLOSE

    i.   *Any Private Number* – When a caller ID is marked private, the call forwarding rule will apply.

    ii.   *Any Unavailable Number* – When a caller ID is marked unavailable, the call forwarding rule will apply.

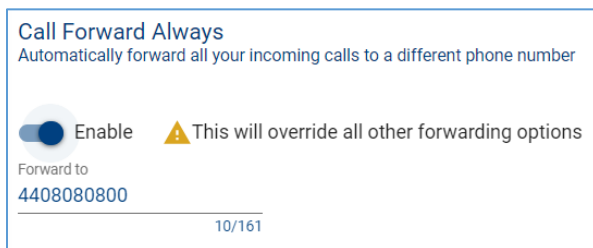4. When all options have been added, select the Actions ⊞ icon and "Save".
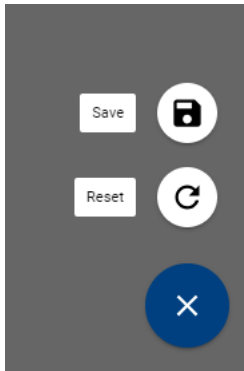
5. The new rule will appear on the Call Forwarding settings page.
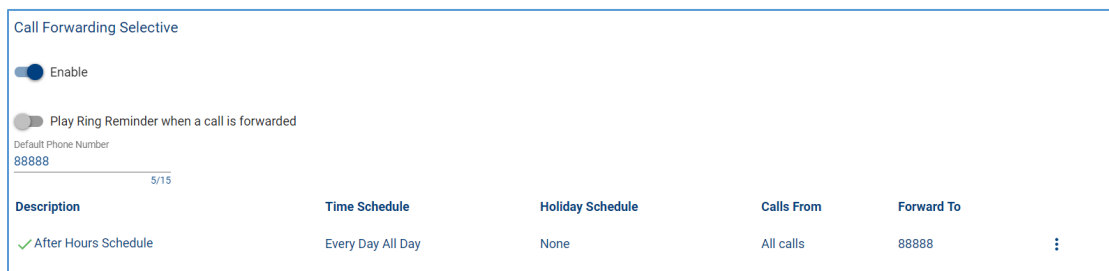
Call Forward Always

When enabled, all calls regardless of time schedule will forward to the number entered.

Call Forward Busy

When enabled, if the main number is busy, the caller will be forwarded to the number entered.