

# UNIFIED COMMUNICATIONS Call Forwarding Selective feature User Manual

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## Call Forwarding Selective

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### Overview

The Call Forwarding Selective feature allows users to forward incoming calls to their line to another number of their choice based on selective criteria. These criteria can be:

- Time and/or Holiday Schedule
- Specific numbers
- Specific area codes

### Feature Notes:

- Calls can be forwarded to either an external or internal number
- User-level call forwarding is ignored by hunt groups, call centers, and other services used to ring groups of devices.
- Prior to building a schedule based selective forward, you will need to create a schedule for the time frame during which calls are to be forwarded.

## Feature Setup

1. Go to the group admin dashboard.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

The screenshot shows the Group Admin Dashboard with four main sections: Provisioning, Group Services, Management, and Users. The Users section is highlighted with a red circle.

2. Select the user or service on which you want to enable forwarding.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

The screenshot shows the Group Admin Dashboard with the Users section highlighted. The user 'Test One' is circled in red.

3. Click **Service Settings** in the left column navigation.
4. Select **Call Forwarding Selective** from the services list

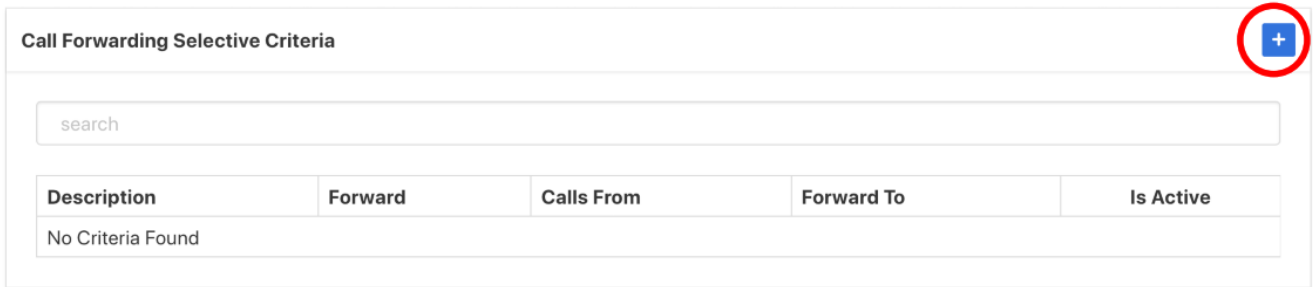
Name	Description	Active
Anonymous Call Rejection	Anonymous Call Rejection	×
Automatic Callback	Automatic Callback	×
Call Center	Call Center	—
Call Forwarding Always	Call Forwarding Always	×
Call Forwarding Always Secondary	Call Forwarding Always Secondary	×
Call Forwarding Busy	Call Forwarding Busy	×
Call Forwarding No Answer	Call Forwarding No Answer	×
Call Forwarding Not Reachable	Call Forwarding Not Reachable	×
Call Forwarding Selective	Call Forwarding Selective	×
Call Notify	Call Notify	×

5. Click the gear icon in the Call Forwarding Selective heading.

The screenshot shows the Call Forwarding Selective settings page. The gear icon in the top right corner is circled in red.

6. Set the Default Forward to Phone Number.  
a Default Forward to Phone Number – The number calls will forward to unless otherwise specified in the criteria settings
7. Click Save to retain changes.

8. Click the plus icon in the Call Forwarding Selective Criteria heading to create new criteria.



Call Forwarding Selective Criteria

search

Description	Forward	Calls From	Forward To	Is Active
No Criteria Found				

9. Configure the criteria settings.

a Forward To – The number calls will forward to (either default or another specific number)

b Time Schedule – The times during which you want calls to forward.

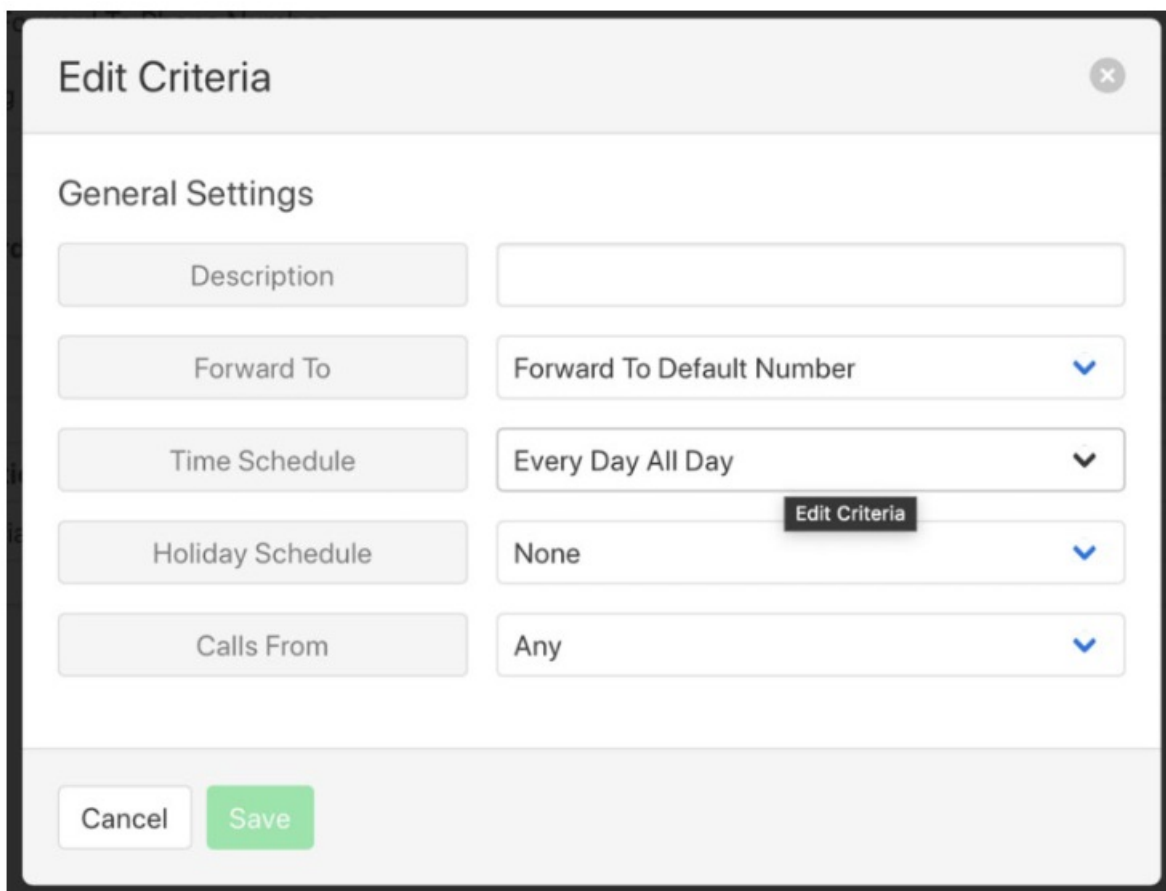
(The desired schedule must be created prior to completing this step unless the Every Day All Day option is used.)

c Holiday Schedule – If a schedule is selected in the Holiday Schedule field, calls will only forward during the time that overlaps between the Time Schedule and Holiday Schedule.

d Calls From – This defines what calling phone numbers will be forwarded. (Specific numbers or area codes can be defined using variables.)

o For example, to forward all calls from the 812 area code, 812XXXXXXX could be entered as one of the numbers in this section.

o Only 12 numbers/area codes can be defined per criteria so multiple matching criteria should be made if more than 12 are needed.e If multiple criteria are created, they will execute in the listed order. In the case of conflicting rules, the criteria higher in the list will take precedence.



Edit Criteria

General Settings

Description

Forward To

Time Schedule

Holiday Schedule

Calls From

Forward To Default Number

Every Day All Day

None

Any

Edit Criteria

Cancel Save

10. Click the gear icon in the Call Forwarding Selective heading.

**Call Forwarding Selective**

Active	<input type="checkbox"/>
Default Forward To Phone Number	
Play Ring Reminder When Forwarded	<input checked="" type="checkbox"/>

11. Click the Active field toggle switch to turn the service on.
12. Click **Save** to apply changes.



Documents / Resources

	<a href="#">UNIFIED COMMUNICATIONS Call Forwarding Selective feature</a> [pdf] User Manual Call Forwarding Selective feature
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