Answering Rules

Scope:

The following will describe the various options of your answering rules.

Requirements:

- Access to PBX Portal

Introduction:

Answering Rules are a powerful tool to create powerful call routing applications. The sheer number of options can be daunting at first. However, with a little planning, you can fine-tune your call routing in a manner that's just right for your business.

How Answering Rules Apply

The first thing to understand is how Answering Rules are applied. You can create as many rules as you wish. They will always be evaluated from top to bottom, first based on **Time Frame** . You may only use a Time Frame once per set of Answering Rules. However, two different Time Frames may overlap. For example, You may have a Holiday Time Frame, and a Business Hours Time Frame. If the Holiday took place during Business Hours both would be applicable. However, only the first will be processed. For this reason, you can easily reorder Time Frames using the up/down arrows at the left. You can tell which rule is active by the blue **Active** icon next to the rule name. In the below example the **Default** rule is active.

Ring Time

The answering rule will process for the number of seconds set in your **Ring** setting before rolling over to its Unavailable destination or voicemail. If neither option is selected the caller will hear a busy tone. **Note that if voicemail is enabled you do not have to specify it in the answering rule destination. The standard ring time is 30 seconds (5 rings).**

Answering Rule Options

The following options are available with each rule:

Option	Description
Time Frame	Time Frame under which this rule will be processed. Additional Time Frames may be created on the appropriate tab
Enabled	Default is Enabled. You may disable the rule be de-selecting this box.
Do not disturb	This is synced to the DND option on Polycom and Yealink phones
Call Screening	If enabled, only numbers listed in the Allowed box will bypass call screening
Always	Immediately sends the caller to this destination
On Active	*No longer supported*
When busy	Forwards calls if you are on the phone or during DND mode
When unanswered	Forwards calls after the Ring timeout
When offline	If an endpoint cannot receive a call (usually due to loss of network connection) the caller will be sent to this destination. This is recommended for internet failover
Simultaneous ring	Used to create a ring Group
Include user's extension	Adds the user's extension to the ring group, regardless of the list below. Not recommended for Call Routing users.

Option	Description
Ring all user's phones	Ring any phones attached to the user. I.e. 100, 100a, 100b, etc. This does not apply to Call Routing users
Answer confirmation for offnet numbers	If a non-network number is listed below the receiving party will get a confirmation prompt before accepting any call.
Ring members	Enter the phone you would like to ring, one per line. use the + icon to add additional phones. You may also enter outside numbers such as your cell phone
Ring delay	Delays ringing to the phone on this line for the number of seconds specified (i.e. 0-30)
Just ring user's extension	Only rings the user's extension. *Not recommended.*