Change Answering Rules

Scope:

This document will outline how to change answering rules on a user.

Requirements:

- Office Manager level access to manager portal.

Change Rules

1. Go to **Users.**
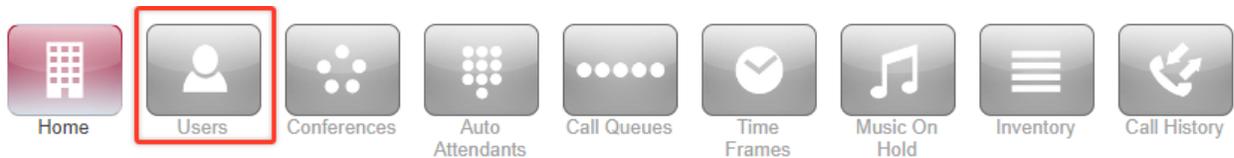
2. Click on the User you want to edit.

3. Go to **Answering Rules.**

4. Click and drag the arrow buttons next to the answering rules to re-order them

Time Frame	Description
Holidays	Forward always to Voicemail - 100 (█████████)
Business Hours	Simultaneously ring x100, x101
	Forward when unanswered to Voicemail - 100 (████████)
	Forward when offline to Voicemail - 100 (█████████)
Default **Active**	Forward always to Voicemail - 100 (█████████)

5. Click **Save.**

You have reprioritized your answering rules. When you are done, save the changes you have made.

Cancel Save

Verification (Optional)

You may verify the currently applied Time Frame by navigating to the Answering Rules section of the appropriate user. You will see a blue Active tag next to the current Time Frame.