



USER GUIDE

Time Based Routing & Call Forwarding



Cloud Business Communications

Time Based Routing

Time based routing is a great feature for automation. Such as closing an office at a specific time, for calls to go to another IVR (like what we do after 5pm) and / or another site/location/number.

Time Based Rules can be set within the portal, under; Time Intervals - Once set, navigate to Public Numbers, and you can use this section to program what you wish upon a caller to the Public Number, for the call to be programmed. For example;

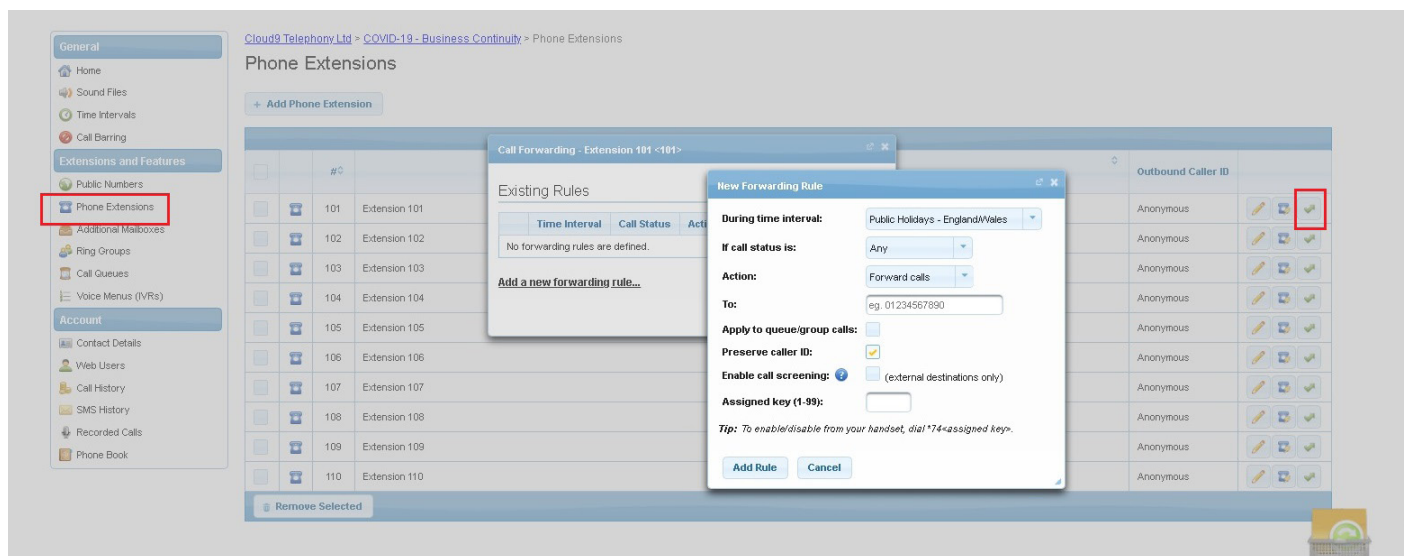
Monday to Friday 9-5
Weekends 0-0

Send calls to voicemail.

Call Forward - Extensions

Our GoSIP platform features Call Forwarding on a Per User Level. Enabling each VoIP User to configure and tailor their phone extension. Within this feature, a **Call Twinning** service can be utilised. Great for receiving calls on another device such as, a mobile. Inbound calls are treated as they would be usually. Our system simply sends the call to the desired location.

Please see screen shot and step by step instructions below to enable:-



- Select **Phone Extensions** from the left hand side main menu
- Click the Green Arrow icon
- Select **Add a new forwarding rule**
- Configure the relevant and required: Time interval and how you wish your direct calls to be routed
- Click **Add Rule** this will active immediately