5.3

Bright Pattern Documentation

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Call Forwarding

You can use the call forwarding function to redirect incoming calls that you cannot answer to another designated number where they are more likely to be answered. You can specify the forwarding number and activate/deactivate call forwarding via your Agent Desktop application at any time.

Note that call forwarding only works for direct calls, and it is always turned off for queued calls. Queued calls are always directed to the phone number that you are logged in with (even if forwarding is configured for that number).
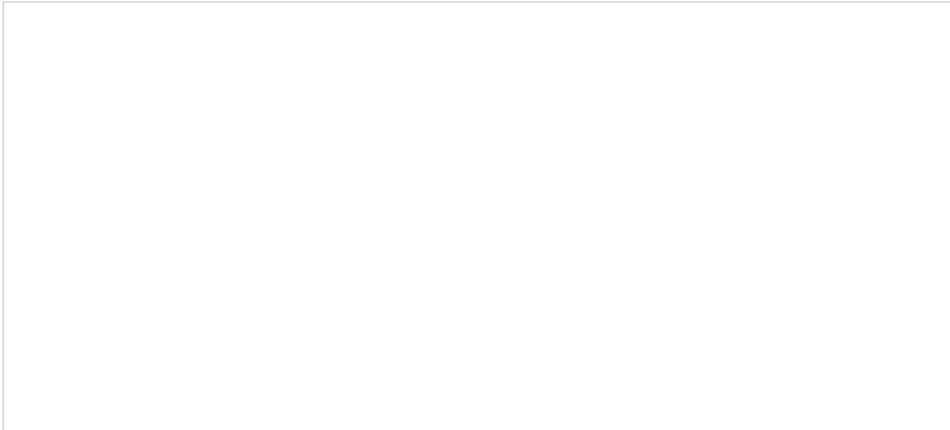
Call Forwarding and Voicemail Settings

Screen Properties

Forward all calls for ext...

This checkbox indicates whether call forwarding is activated for your *phone extension.*

Note that call forwarding takes priority over voicemail. If you have had voicemail enabled (see below), activation of call forwarding will automatically disable the voicemail function.

to

The phone number to which incoming calls will be forwarded. The phone number must be specified if the *Forward all calls to ext...* checkbox is selected.

Forward on no answer after

The time (in seconds) after which incoming calls will be forwarded to the number specified if you are logged on and do not answer.

The amount of time must be specified if the *Forward all calls to ext...* checkbox is selected. For immediate (unconditional) forwarding, set the timeout to 0.

If you are busy or logged out, incoming calls will be forwarded to the specified number immediately, regardless of this setting.

Enable voicemail

Indicates whether the voicemail function is enabled for you.

Note that call forwarding takes priority over voicemail. The voicemail function cannot be enabled if the you already have call forwarding activated. If you have had voicemail enabled, a temporary activation of call forwarding will automatically disable the voicemail function; however, the voicemail configuration (the *No Answer* timeout and current greeting) will be preserved and will take effect as soon as call forwarding is deactivated.

Send to voicemail after

The time in seconds after which an incoming call will be forwarded to voicemail if you are logged on and do not pick up the call. The amount of time must be specified if the *Enable voicemail* checkbox is selected.

If you are busy or logged out, incoming calls will be sent to the user's voicemail immediately, regardless of this setting.

Use the following greeting for voicemail

This option lets you upload or record up to three different personal voicemail greetings and select which one should be used. For more information, see section [Configuring Your Voicemail](#) of the *Agent Guide*.

How to Configure and/or Activate Call Forwarding

1. Click **Settings**, select **User Profile**, and click the **Forwarding and Voicemail** tab.

2. Use **Forward all calls for ext… to** to specify the forwarding number.

3. Use **Forward on no answer after** to specify the no-answer timeout (i.e., the time in seconds after which an incoming call will be forwarded when you are logged in and cannot answer it). When you are logged out or if you are logged in with option [No phone](#), incoming calls will be forwarded immediately regardless of this setting.

4. Select the **Forward all calls for ext…** checkbox. The forwarding function is now activated.

Additional Information

Your personal call forwarding settings will work for all [phone device options](#) except *internal phone* and *default phone*. For *internal phone* and *default phone*, forwarding settings configured for the corresponding hardphone numbers will be applied. You can check those settings with your system administrator.

All call forwarding settings can be preconfigured for you and changed at any time by your system administrator. This includes the forwarding number, the no-answer timeout, and activation and deactivation of the forwarding function.

Call forwarding settings take priority over the [voicemail settings](#). A temporary activation of call forwarding will automatically disable the voicemail function; however, your existing voicemail configuration (the no-answer timeout and current greeting) will be preserved and will take effect as soon as call forwarding is deactivated.