Call Forwarding Setup Instructions

Setting Up Call Forwarding from Visible by Verizon to Your AI Receptionist

Step 1: Get Your Twilio Phone Number

After deploying your AI phone integration, you'll have a Twilio phone number. This is where calls will be forwarded to.

To find your Twilio number:

1. Run: `python deploy.py setup-number` (if you haven't already)
2. Or check your Twilio Console at https://console.twilio.com
3. Note down the number (format: +1-XXX-XXX-XXXX)

Step 2: Set Up Call Forwarding on Visible

Option A: Immediate Call Forwarding (All Calls)

This forwards ALL incoming calls immediately to your AI system.

From your Visible phone, dial:

```
*72[Twilio Number]
```

Example:
If your Twilio number is +1-555-123-4567, dial:

```
*725551234567
```

What happens:
- Your phone won't ring
- All calls go directly to AI receptionist
- Callers don't know they're being forwarded

Option B: Conditional Call Forwarding (Recommended)

This forwards calls only when you're busy or don't answer.

From your Visible phone, dial:

```
*71[Twilio Number]
```

Example:

```
*715551234567
```

What happens:
- Your phone rings first (3-6 rings)

- If you don't answer or are busy, calls forward to AI
- You can still take calls normally when available

Option C: No Answer Call Forwarding

Forwards only when you don't answer (not when busy).

From your Visible phone, dial:

```
*61[Twilio Number]
```

Step 3: Confirm Setup

After dialing the forwarding code:
1. Listen for confirmation beeps or tone
2. Hang up when you hear the confirmation
3. Test by having someone call your Visible number

Step 4: Test the Integration

Test Scenarios:
1. **Basic Test**: Have someone call and ask about services
2. **Forwarding Test**: Say "I need to speak to the manager"
3. **Emergency Test**: Say "This is an emergency"
4. **Pricing Test**: Ask "How much does lawn care cost?"

Step 5: Disable Call Forwarding (If Needed)

To turn off all call forwarding:

```
*73
```

To change forwarding settings:
1. First dial `*73` to disable current forwarding
2. Then set up new forwarding with desired option

Advanced Forwarding Options

Time-Based Forwarding

Set up different forwarding for business hours vs. after hours:

Business Hours (8 AM - 6 PM):
- Use conditional forwarding (*71) so you can answer directly
- AI handles overflow and after-hours

After Hours:
- Use immediate forwarding (*72) so all calls go to AI
- AI can take messages or handle urgent requests

Selective Forwarding

Forward only specific types of calls:

For VIP customers:
- Give them your direct Visible number
- Use conditional forwarding so you can prioritize their calls

For general inquiries:
- Advertise your Twilio number directly
- All calls go straight to AI receptionist

Troubleshooting Call Forwarding

Common Issues

"Forwarding not working"
- Ensure you dialed the complete number without spaces or dashes
- Try again with exact format: `*72` + 10-digit number
- Check that your Visible plan includes call forwarding

"Getting busy signal"
- Your Twilio number might not be configured correctly
- Check webhook settings in Twilio Console
- Verify your app is running and accessible

"Calls not reaching AI"
- Test your Twilio number directly first
- Check app logs for errors
- Verify webhook URLs are correct

"Can't disable forwarding"
- Try `*73` multiple times
- Contact Visible support if needed
- May need to wait a few minutes between attempts

Visible-Specific Notes

- Call forwarding is included in most Visible plans
- No additional charges for forwarding within the US
- International forwarding may not be supported
- Some features may require account verification

Testing Checklist

- [ ] Forwarding code dialed successfully (heard confirmation)
- [ ] Test call reaches AI receptionist
- [ ] AI responds appropriately to questions
- [ ] Emergency keywords trigger human transfer
- [ ] Call quality is acceptable
- [ ] Forwarding can be disabled with *73

Business Hour Recommendations

Recommended Setup for Green Slice Lawn Care

During Business Hours (Monday-Saturday, 8 AM - 6 PM):

```
*71[Twilio Number]   # Conditional forwarding
```

- You can answer calls directly when available
- AI handles calls when you're busy or with customers
- Provides backup so no calls are missed

After Hours and Weekends:

```
*72[Twilio Number]   # Immediate forwarding
```

- All calls go to AI for after-hours service
- AI can schedule appointments for next business day
- Emergency calls still get forwarded to you

To switch between modes:
1. Dial `*73` to disable current forwarding
2. Dial new forwarding code
3. Test with a call

Pro Tips

1. **Update Your Voicemail**: Change your Visible voicemail to mention the AI service
2. **Business Cards**: You can use either number on marketing materials
3. **Google My Business**: Update with your preferred number
4. **Monitor Performance**: Check call logs weekly to optimize responses

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Your AI receptionist is now ready to handle calls professionally 24/7!

For technical support, check the main README.md or contact your system administrator.