

User Settings

Call Handling

Caller ID

Fax

Vlad Vendrow, x101
 RingCentral, Inc.
CTO
 (650) 472-4080
 (800) 513-1320
vladv@ringcentral.com

Conference:(760) 569-7171

Join

Host:775181

Participants:957591

Invite

Show ActiveShow All

Caller
+1(650)435-7866

Blocked Unwanted Callers

Answering Rules

Add

System behavior based on time of the day and day of the week.

User Hours:	8am-7pm
After Hours:	7pm-12am
Custom Hours:	12am-8am

Greet the Caller

First thing that callers will hear after system picks up incoming call.

Thank you for calling Vlad Vendrow

Screen the Caller

Ask callers to say their name before connecting.

Please say who is calling

Sarah O'Connor

Connecting

Callers will hear a message that they are being connected to your extension.

Please hold while I try to connect you

Play

Playing

What users will hear while call comes through.

Easy listening

Ring My Softphones: On

As call comes through you will receive real time notification on your desktop client and mobile device.

Delay: 5 rings

Phone system will wait 5 rings before continue routing incoming call.

Ring My Phones

Define in what order and which of your phones will ring when call comes in.

Blue Phone Ext. 101

Red Phone Ext. 102

5 rings

Mobile

Home

7 rings

Voicemail

You can listen to your voicemail on service site or your mobile device at any time.

Your call has been forwarded to the voicemail for Vlad Vendrow

Notifications

You will be notified about new events by selected method.

Send via email:vladv@ringcentral.com

Send via Text:+1 (345) 545-3567

Add New Custom Rule Wizard

New! (rev 2.16)

User Hours are set to specific time range

◀

Add Custom Rule

Next

☐ Date/Time

☐ Caller ID

☐ Called Number

☐ Action

☐ Summary

Custom Answering Rules will be applied before the regular business and after hours rules.

To handle calls differently for holidays, vacation, or other specific dates select specific date range. For the same days and times each week, select weekly schedule.

Weekly Schedule

Specific Date Range

Use Business or After Hours Schedule

Select when this rule should be active:

Monday

>

Tuesday

>

Wednesday

>

Thursday

>

Friday

>

Saturday

8am - 6pm

>

Sunday

8am - 4pm

>

◀

Add Custom Rule

Next

☐ Date/Time

☐ Caller ID

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Weekly Schedule

Specific Date Range

Use Business or After Hours Schedule

Select when this rule should be active:

From:

1/13/2013

9:00

am

pm

To:

2/12/2013

6:00

am

pm

Add Time Range

◀

Add Custom Rule

Next

☐ Date/Time

☐ Caller ID

☐ Called Number

☐ Action

☐ Summary

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Weekly Schedule

Specific Date Range

Use Business or After Hours Schedule

This rule will be active:

During Business Hours

After Hours

See next page

User Hours set to “24-hours”

◀

Add Custom Rule

Next

☐ Date/Time

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Add Time Range

◀

Add Custom Rule

Next

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Weekly Schedule

Specific Date Range

Use Business or After Hours Schedule

User hours are currently set to 24-hours. Please specify custom user hours to create rules using this time range.

User Hours

24 hours

Peter

This is a shortcut.

How advanced call handling works

Call comes in

Custom Conditions

ID Caller ID

Dialed Number

Date and Time

Match

Match

Match

Custom Rule Applied

Phone

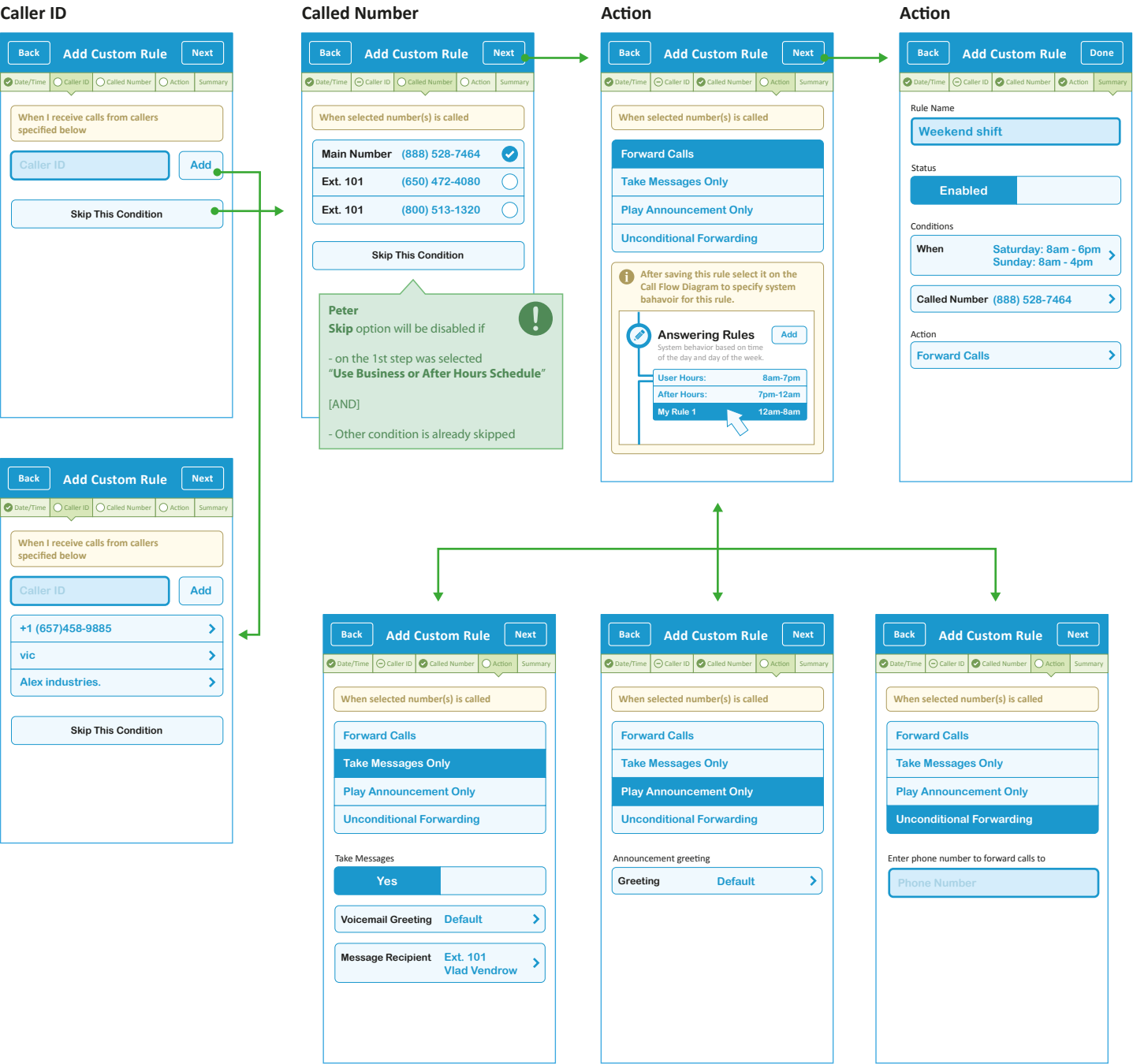
Vicemail

Business Hours

After Hours

Peter

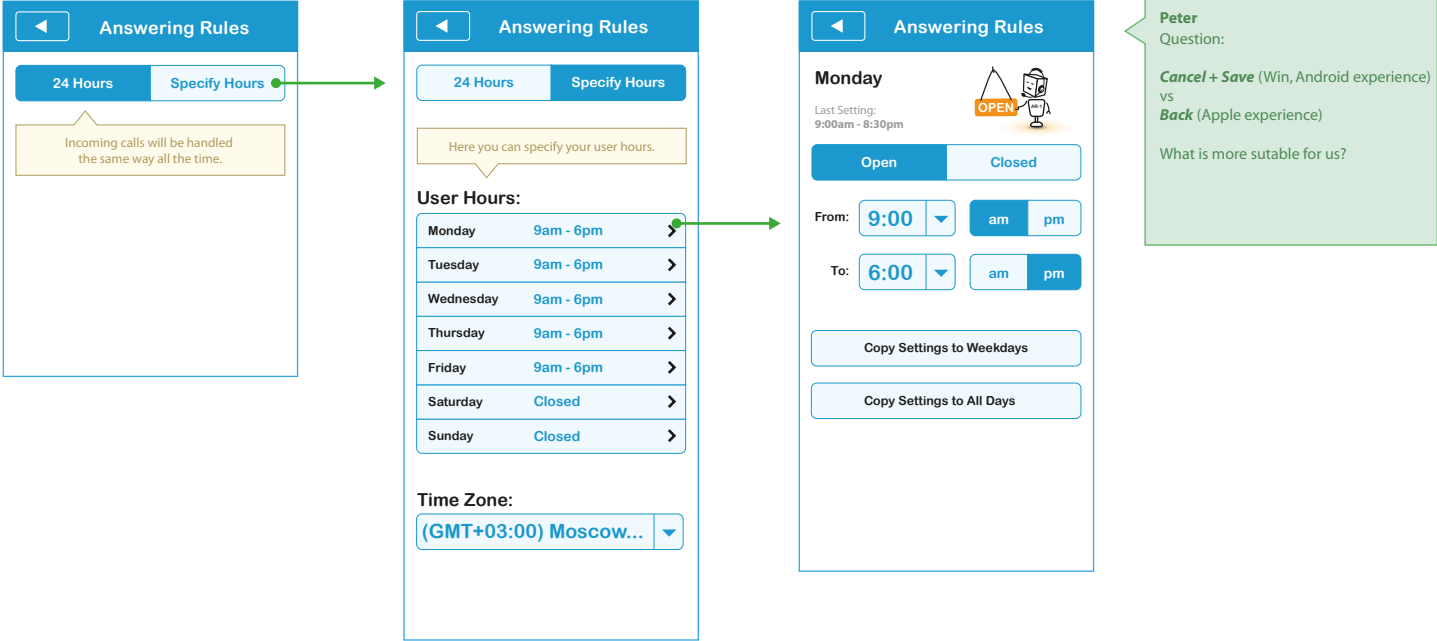
Do we need this explanation?



User Hours Editor

Minor update (rev 2.15)

User Hours



Peter
NB! Yellow callouts inside screens are parts of UI.

Block List Editor

(No changes here since rev 2.15)

Calls with no caller ID



Block specific numbers

