

⬅
User Settings

Call Flow
Caller ID
Fax

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

➤

Show Active
Show All

Caller
+1(650)435-7866

✎

Blocked Unwanted Callers

✎

Answering Rules

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

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

Add

✎

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

▶

✎

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

Peter

LIVE call visualization doesn't seem to be common usage case.

— So may we remove this number?

(At least for now, and add it optionally in LIVE mode.)

Peter (Just thoughts...)

Since “Case selector” is a new control type for the user, I would consider coming back to breaking the line in order put additional visual accent, that **control affects how the rest of the flow is displayed**.

Peter
Trying to reduce visual weight for this element to obtain overall balance.

Need your opinion.

Edit Email

Rule Name:

john.smith@ringcentral.com

Save

Delete Email

Peter
"Back (Save) " only
or
"Back (Cancel)" and "Save"
?

Edit Email

Rule Name:

john.smith@ringcentral.com

Delete Email

Conference: (760) 569-7171 [Join](#)
Host: 775181
Participants: 957591 [Invite](#)

Peter
Remember to find the right place for this

New Styles

Incoming calls will be handled the same way all the time.

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

+1(650)484-9834
John Kay
Added to Blocked Numbers List

Peter
"Messages to user"

Peter
"Hints"

Peter
"Completed successfully"
message

Add New Custom Rule Wizard (part 1 of 3) Update (rev 2.15)

Case 1. 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 work and after hours rules*.

Rule Name

My Rule 1

Duplicate Existing Rule

Create New Rule

Date and/or Time Condition:

Skip This Condition

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

Date and/or Time Condition:

Skip This Condition

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:

From: 1/13/2013 9:00 am

To: 2/12/2013 6:00 pm

Add Time Range

Date and/or Time Condition:

Skip This Condition

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

This rule will be active:

During Business Hours

After Hours

Case 2. User Hours set to **"24-hours"**

◀

Add Custom Rule

Next

○

Date/Time

○

Caller ID

○

Called Number

○

Action

○

Summary

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

Rule Name

My Rule 1

Duplicate Existing Rule

Create New Rule

Date and/or Time Condition:

Skip This Condition

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

Date and/or Time Condition:

Skip This Condition

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:

From: 1/13/2013 9:00 am

To: 2/12/2013 6:00 pm

Add Time Range

Date and/or Time Condition:

Skip This Condition

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

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

User Hours

24 hours

Add New Custom Rule Wizard (part 2 of 3)

Update (rev 2.15)

Condition: Caller ID

BackAdd Custom RuleNext

Date/Time

Caller ID

Called Number

Action

Summary

Condition: Caller ID

Skip This Condition

When I receive calls from callers specified below

Caller ID

Add

BackAdd Custom RuleNext

Date/Time

Caller ID

Called Number

Action

Summary

Condition: Called Number

Skip This Condition

When selected number(s) is called

Select All

Main Number (888) 528-7464

Ext. 101 (650) 472-4080

Ext. 101 (800) 513-1320

BackAdd Custom RuleNext

Date/Time

Caller ID

Called Number

Action

Summary

Condition: Action

When selected number(s) is called

Forward Calls

Take Messages Only

Play Announcement Only

Unconditional Forwarding

After saving this rule select it on the Call Flow Diagram to specify system behavior for this rule.

Answering Rules

Add

User Hours: 8am-7pm

After Hours: 7pm-12am

My Rule 1 12am-8am

BackAdd Custom RuleDone

Date/Time

Caller ID

Called Number

Action

Summary

Summary

Rule Name

My Rule 1

Conditions

When

Saturday: 8am - 6pm

Sunday: 8am - 4pm

Called Number

(888) 528-7464

Action

Forward Calls

Status

Enabled

BackAdd Custom RuleNext

Date/Time

Caller ID

Called Number

Action

Summary

When I receive calls from callers specified below

Caller ID

Add

+1 (657)458-9885

vic

Alex industries.

Skip This Condition

BackAdd Custom RuleNext

Date/Time

Caller ID

Called Number

Action

Summary

In case when "Use Business or After Hours Schedule" option was previously selected.

Weekly Schedule

Specific Date Range

Use Business or After Hours Schedule

Unfortunately, you cannot skip this condition

The reason is that you have previously selected "Use Business or After Hours Schedule" as your time condition, and at the same time you have also skipped ["Caller ID"] condition.*

Weekly Schedule

Specific Date Range

Use Business or After Hours Schedule

Using Business or After Hours Schedule without any additional conditions in a custom rule has no use, since such rule will duplicate regular Work or After Hours behavior.*

Got it*

Peter

Not sure that blaming user is a good practice.

Need to work this text out better.

Add New Custom Rule Wizard (part 3 of 3)

Update (rev 2.15)

Rule action:
“Forward Call”
(Normal flow with some default settings...)

User Settings

Call FlowCaller IDFax

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

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.

Work Hours:	8am-7pm
After Hours:	7pm-12am
My Rule 1	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

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

User Settings

Call FlowCaller IDFax

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

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.

Work Hours:	8am-7pm
After Hours:	7pm-12am
My Rule 1	12am-8am

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

User Settings

Call FlowCaller IDFax

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

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.

Work Hours:	8am-7pm
After Hours:	7pm-12am
My Rule 1	12am-8am

Greet the Caller

First and the last thing that callers will hear after system picks up incoming call.*

Thank you for calling 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

User Settings

Call FlowCaller IDFax

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

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.

Work Hours:	8am-7pm
After Hours:	7pm-12am
My Rule 1	12am-8am

Unconditional Forwarding

All calls will be forwarded to specified number.*

+1 (650) 658-8516

Notifications

You will be notified about new events by selected method.

Send via email: vladv@ringcentral.com
Send via Text: +1 (345) 545-3567

Custom Rule Editor

(No changes here since rev 2.16)

Back Add Custom Rule Done

✓ Date/Time	⊖ Caller ID	✓ Called Number	✓ Action	Summary
-------------	-------------	-----------------	----------	---------

Rule Name

Weekend shift

Conditions

When

Saturday: 8am - 6pm
Sunday: 8am - 4pm

Called Number (888) 528-7464

Action

Forward Calls

Status

Enabled

Delete Rule

Peter

Idea is to open directly "Summary" step of familiar wizard interface.

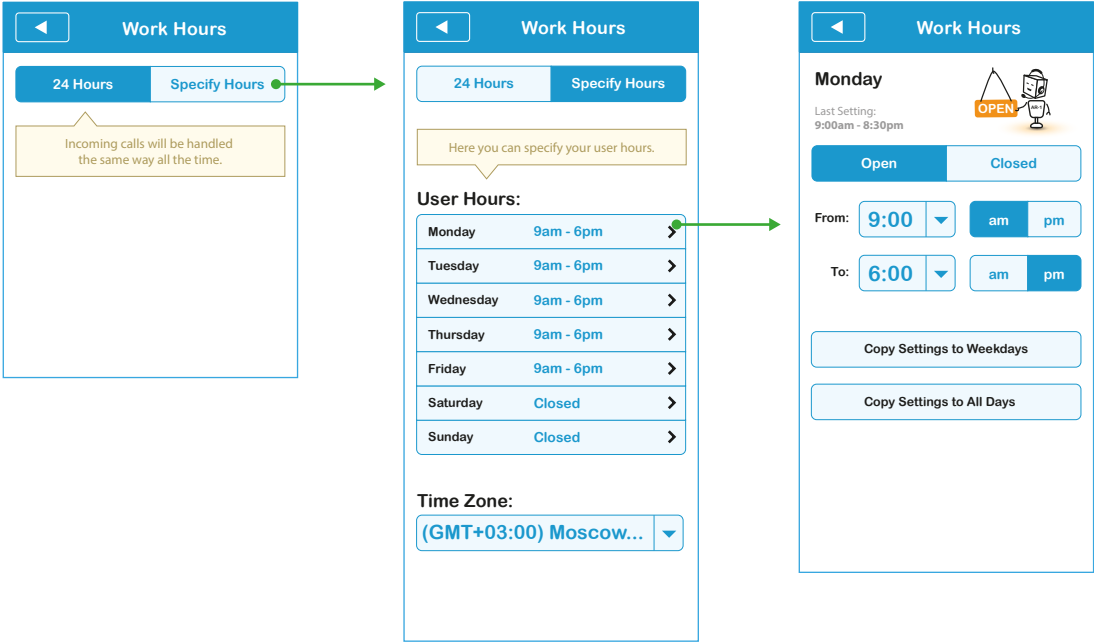
Peter

These controls will bring user to corresponding wizard steps.

Work Hours Editor

Minor update (rev 2.15)

User Hours



Block List Editor

(No changes here since rev 2.15)

Calls with no caller ID

Blocked Numbers

Calls with no caller ID

Block specific numbers

Block Calls without Caller ID: ☐ Off

Peter
Which playing control is better?

Blocked Numbers

Calls with no caller ID

Block specific numbers

Block Calls without Caller ID: ☒ On

Callers will hear:

Calls without caller ID not accepted

Mailbox full

Busy signal

This one is good because we can definitely see which one is being played now because it is highlighted.

Blocked Numbers

Calls with no caller ID

Block specific numbers

Block Calls without Caller ID: ☒ On

Callers will hear:

Calls without caller ID not accepted

Mailbox full

Busy signal

This one is good because it allows to play without changing a setting and it saves space. Might be handy on screens below

Callers will hear:

Calls without caller ID not accepted	▶
Mailbox full	▶
Busy signal	■

Callers will hear:

Calls without caller ID not accepted	▶
Mailbox full	▶
Busy signal	■

Playback progress

Block specific numbers

Blocked Numbers

Calls with no caller ID

Block specific numbers

Callers will hear:

This number is not available from your calling area

Mailbox full

Busy signal

Add Number

Blocked Numbers

Calls with no caller ID

Block specific numbers

Callers will hear:

This number is not available from your calling area

Mailbox full

Busy signal

Add Number

+1(650)484-9834 John Kay

▶

Blocked Numbers

Calls with no caller ID

Block specific numbers

Callers will hear:

This number is not available from your calling area

Mailbox full

Busy signal

Add Number

Search:

Type Number or Name

+1(650)484-9834 John Kay

▶

+1(584)483-8519 strange guy

▶

+1(584)483-8519 strange guy

▶

Peter
Add Search control when there's more than 10 numbers in the list.

Blocked Numbers

Phone Number to Block:

+1(650)484-9834

Name (optional):

John Kay

Add

Add and Stay Here

Blocked Numbers

Phone Number to Block:

Type Number

Name (optional):

Type Name

Add

Add and Stay Here

+1(650)484-9834 John Kay

added to Blocked Numbers List

Blocked Numbers

Phone Number to Block:

+1(650)484-9834

Name (optional):

John Kay

Added to Blocked Numbers List on 8/12/2012 6:17pm by Vlad Vendrow, ext 101

Unblock Number