

How to set up selective call forwarding for a user in MAXcore 2.0 ?

5 Thu, Jan 28, 2021 Call Features

Question

How do I set up Selective Call Forwarding on my line?

Answer

To apply selective call forwarding to an extension, a person can follow the following steps:

Selective Forwarding allows you to filter for a specific number or numbers calling into their extension to be forwarded to a specific endpoint (extension, office phone number, or cell phone number) during scheduled and unscheduled hours.

Caller Number Filter- The number the system will detect to trigger call forwarding.

Schedule Destination- The 4-digit extension or 10-digit phone number that will ring during the days/hours entered via Schedules.

Un-Scheduled Destination- The 4-digit extension or 10-digit phone number that will ring outside of any scheduled days/times. If no schedule is implemented, this is the number(s) that will ring at all times.

Schedules- Area where schedules are created, edited, or deleted specific to scheduled Call Forwarding

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Applies To

- MAXvoice
- Call Flow
- Call Forwarding

Online URL: <https://help.maxcore.io/article-5.html>