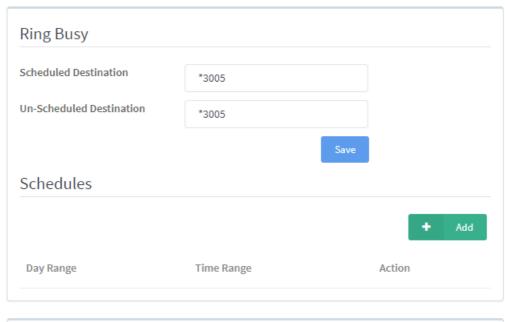# What changes can I make to my call handling?

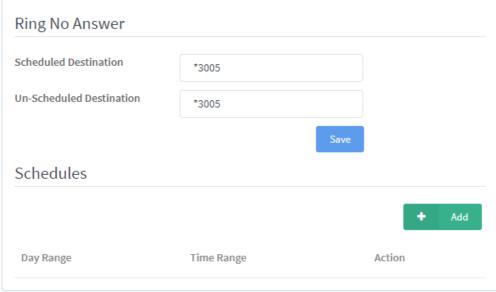## Question

What changes can I make to my call handling?

Answer

On your extension options that can be configured to define call flow when the line is busy or if there is no answer. They can be created around schedules as well.

Ring Busy	This section of call handling defines call flow when the line is.
Schedule Destination	The 4-digit extension or 10-digit phone number that will ring during scheduled hours.
Un-Scheduled Destination	The 4-digit extension or 10-digit phone number that will ring outside of any scheduled days/hours.

Ring No Answer This section of call handling defines call flow when the call is not answered.

Schedule Destination The 4-digit extension or 10-digit phone number that will ring based off of the schedule that was created.

Un-Scheduled Destination The 4-digit extension or 10-digit phone number that will ring at any time. If there is a schedule, this will not ring during that time.

NOTE: Using an "*" ahead of a 4-digit extensions delivers the caller directly into the extension's voicemail.

Applies To

MAXvoice

Online URL: https://help.maxcore.io/article-68.html