

Call Forwarding Busy

Overview

The Call Forwarding Busy feature allows users to forward all incoming calls to another number of their choice whenever their line is busy.

Feature Notes:

- Calls can be forwarded to either an external or internal number
- User-level call forwarding is ignored by hunt groups, call centers, and other services used by any groups of devices.
- A line will ring/busy if:
 - No devices assigned to that line are registered to the platform
 - DND is enabled
 - Call waiting is disabled and the user is on a call

Feature Setup

1. Go to the group admin dashboard.



2. Select the user or service on which you want to enable forwarding.



3. Click **Service Settings** in the left column navigation.