

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.

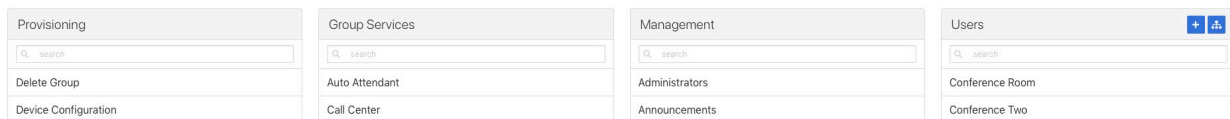
Feature Notes:

- 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 to ring 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

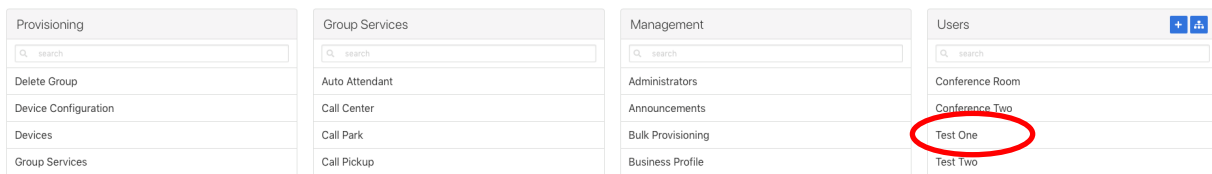
1. Go to the group admin dashboard.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



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

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



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

- Select **Call Forwarding Busy** from the services list.

Name	Description	Active
Anonymous Call Rejection	Anonymous Call Rejection	×
Automatic Callback	Automatic Callback	×
Call Center	Call Center	—
Call Forwarding Always	Call Forwarding Always	×
Call Forwarding Always Secondary	Call Forwarding Always Secondary	×
Call Forwarding Busy	Call Forwarding Busy	×
Call Forwarding No Answer	Call Forwarding No Answer	×
Call Forwarding Not Reachable	Call Forwarding Not Reachable	×
Call Forwarding Selective	Call Forwarding Selective	×
Call Notify	Call Notify	×

- Click the gear icon in the Call Forwarding Busy heading to configure the service.

×
Call Forwarding Busy
⚙️

Forward to Phone Number

Is Active ×

- Configure the General Settings and Forward To number.
 - Is Active* – Turns on forwarding

Edit Call Forwarding Busy
×

General Settings

Is Active

Forward To

Cancel
Save

- Click **Save** to retain changes.