

Forward Calls

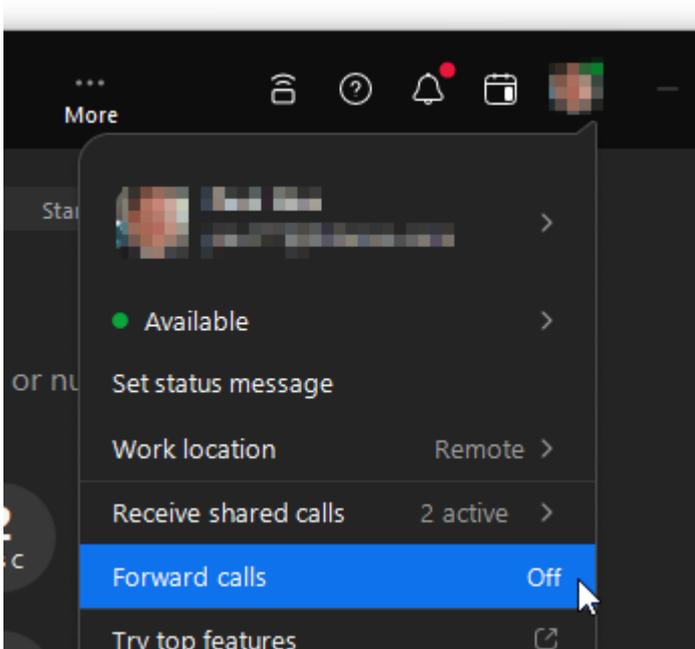
About

This document will describe the process for forwarding phones in Zoom when you are going to be away and you need to temporarily forward to another person or call queue.

Please note, changing your status to "Out of office" in Zoom does not enact any other auto-forwarding rules that we are presently aware.

Zoom Client

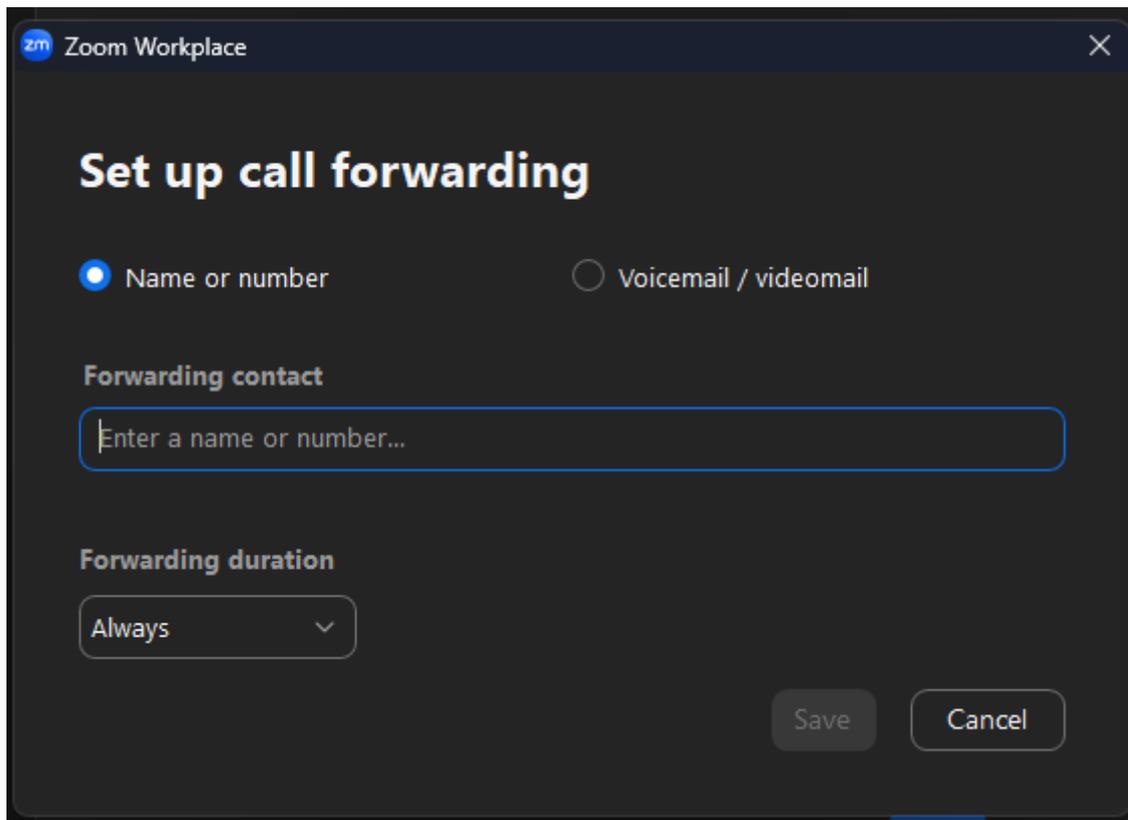
Within the Zoom Client, you have the option to "Forward Calls". The status will say "off" if forwarding is not turned on. Click that menu option.



Setup Forwarding

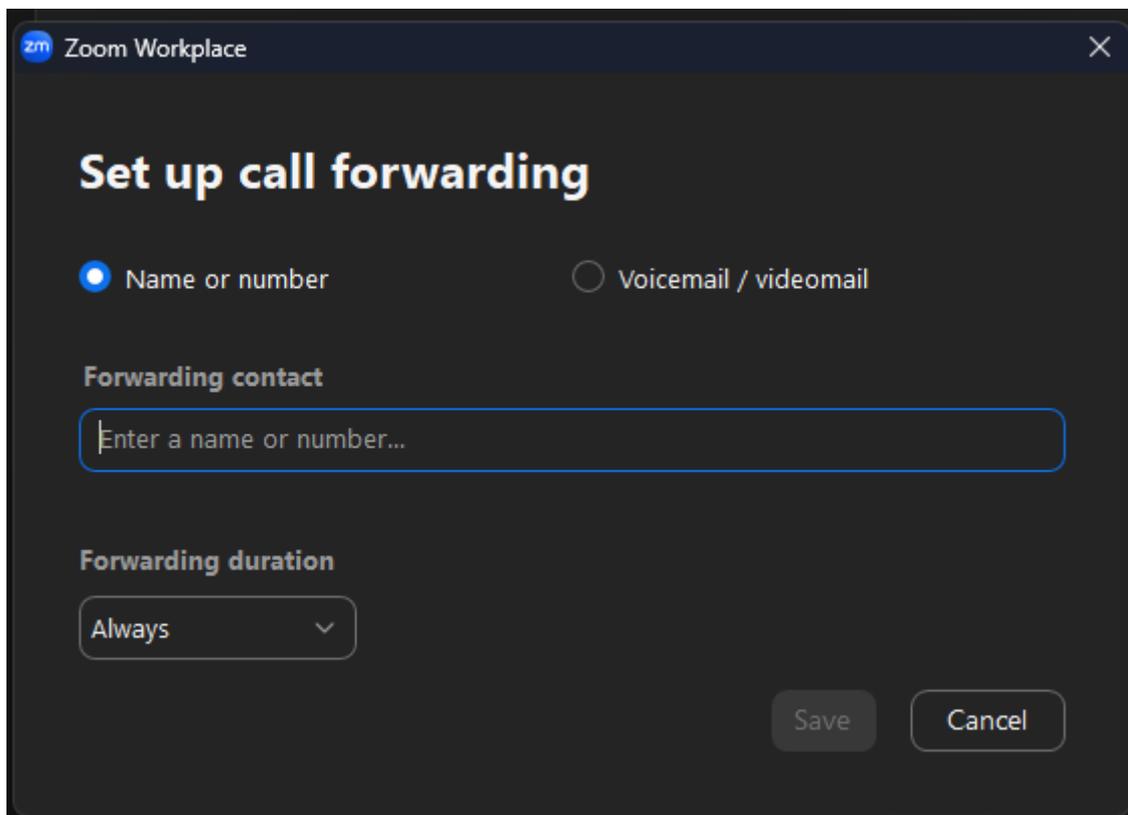
As part of the forwarding process you will need to choose either a name/number or voicemail/videomail you want to forward your calls to.

Type in the search field for the name or number you wish to forward to.



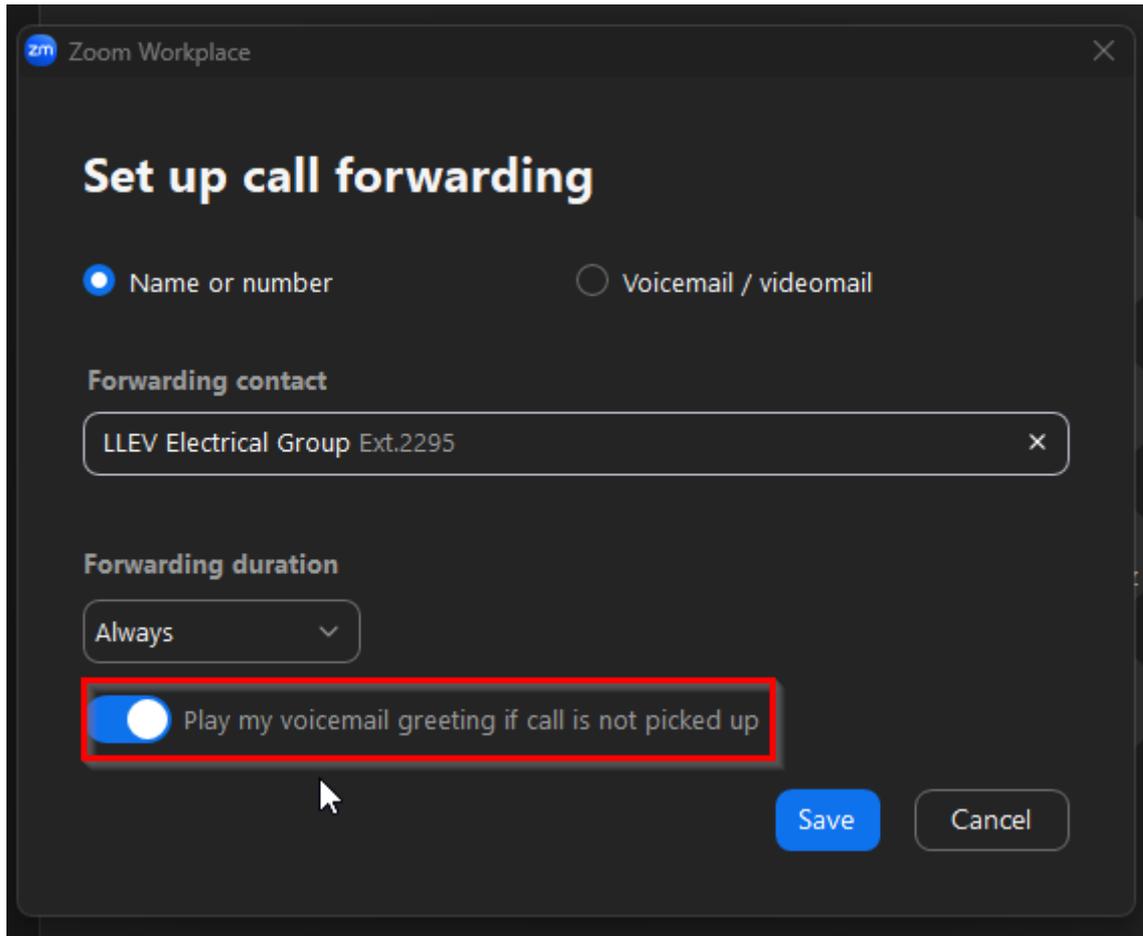
The screenshot shows a dark-themed dialog box titled "Zoom Workplace" with a close button (X) in the top right corner. The main heading is "Set up call forwarding". Below the heading are two radio button options: "Name or number" (which is selected) and "Voicemail / videomail". Under the "Name or number" option, there is a section labeled "Forwarding contact" with a text input field containing the placeholder text "Enter a name or number...". Below this is a section labeled "Forwarding duration" with a dropdown menu currently set to "Always". At the bottom right of the dialog are two buttons: "Save" and "Cancel".

Upon finding the correct group, select it and include the forwarding duration.



This screenshot is identical to the one above, showing the "Zoom Workplace" dialog box for "Set up call forwarding". The "Name or number" radio button is selected, and the "Forwarding contact" field is empty with the placeholder "Enter a name or number...". The "Forwarding duration" dropdown is set to "Always". The "Save" and "Cancel" buttons are visible at the bottom right.

You do have the option of playing your own voicemail greeting if the call is not picked up after the line you want is selected.



Zoom Workplace

Set up call forwarding

Name or number Voicemail / videomail

Forwarding contact

LLEV Electrical Group Ext.2295

Forwarding duration

Always

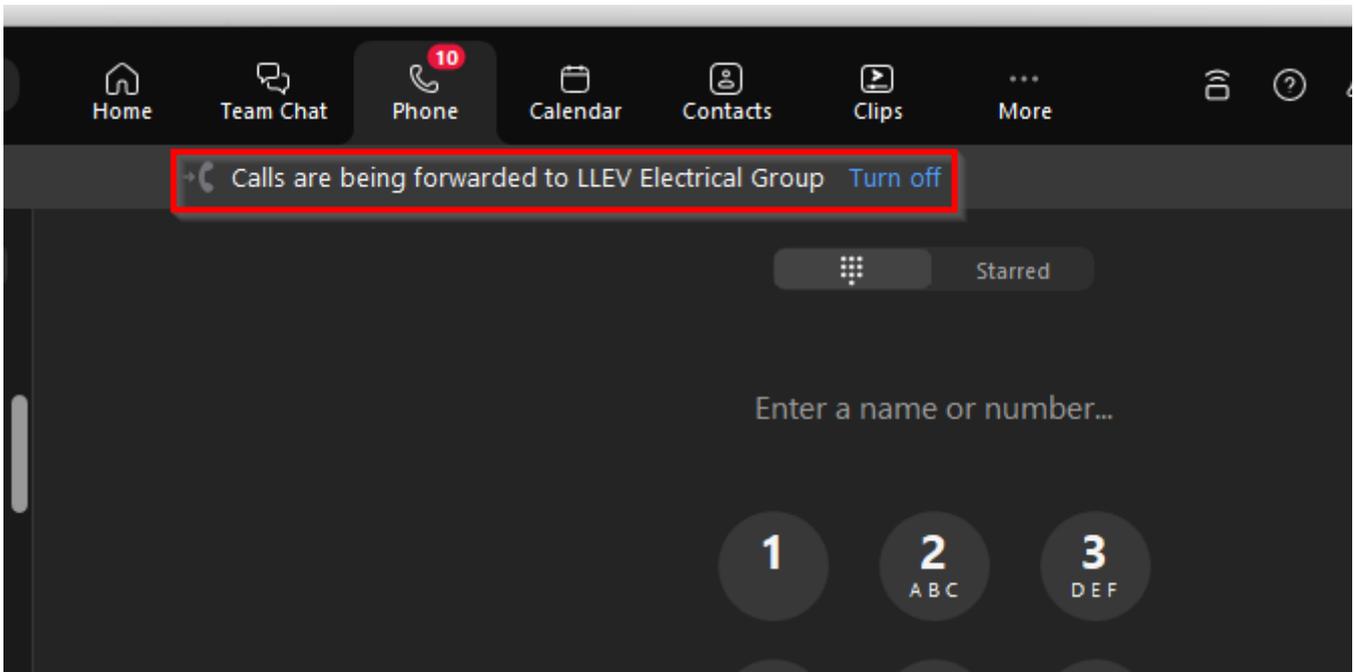
Play my voicemail greeting if call is not picked up

Save Cancel

Turn Off Forwarding

Once you return to take calls again, you will see a banner in Zoom to "Turn off" the call forwarding.

The options you previously set will be the default options for future forwards.



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