

Forward Calls

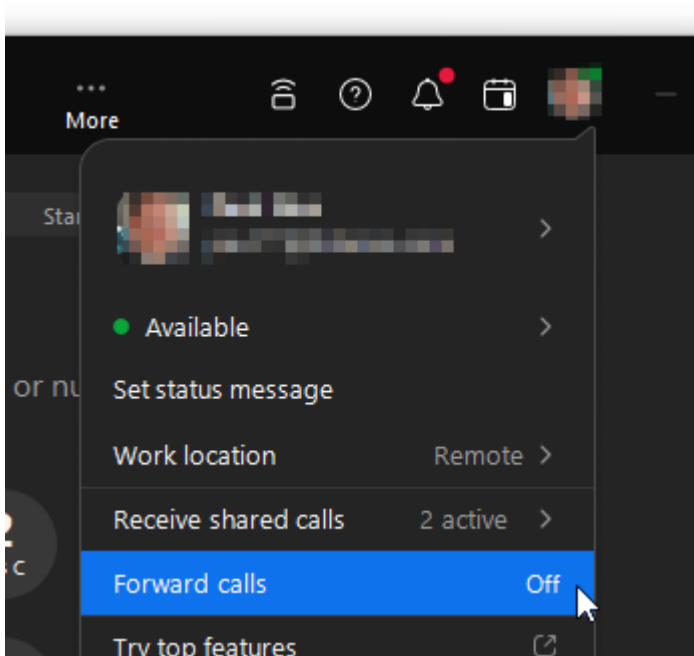
About

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

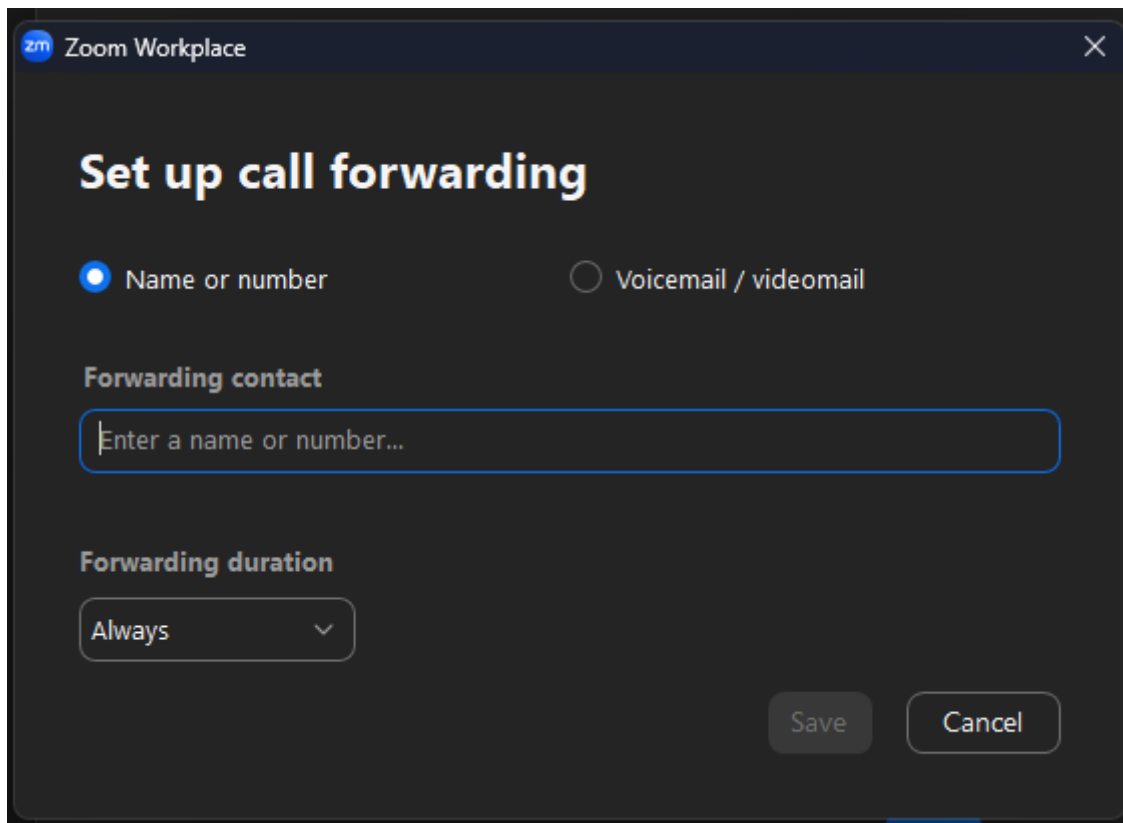
Within the Zoom Client, you have the option to "Forward Calls". The status will say "off" if forwarding is not turned on. Click that menu option.



Setup Forwarding

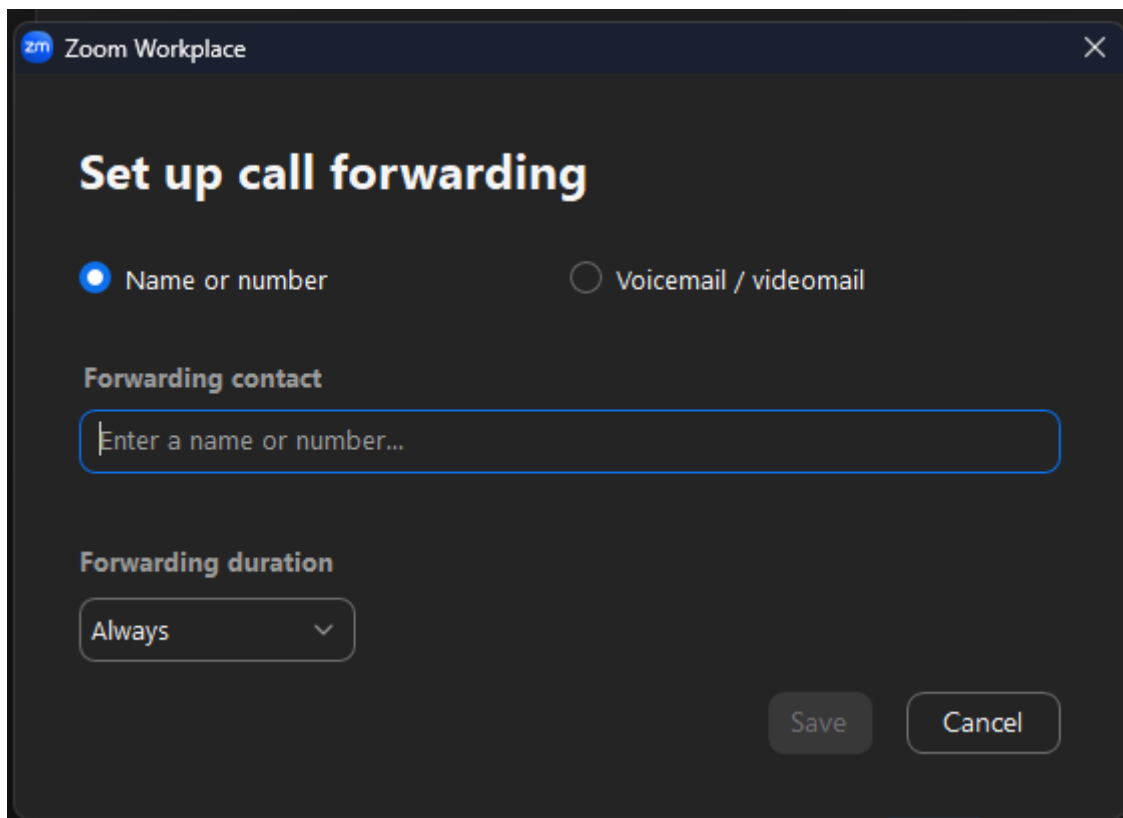
As part of the forwarding process you will need to choose either a name/number or voicemail/videomail you want to forward your calls to.

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



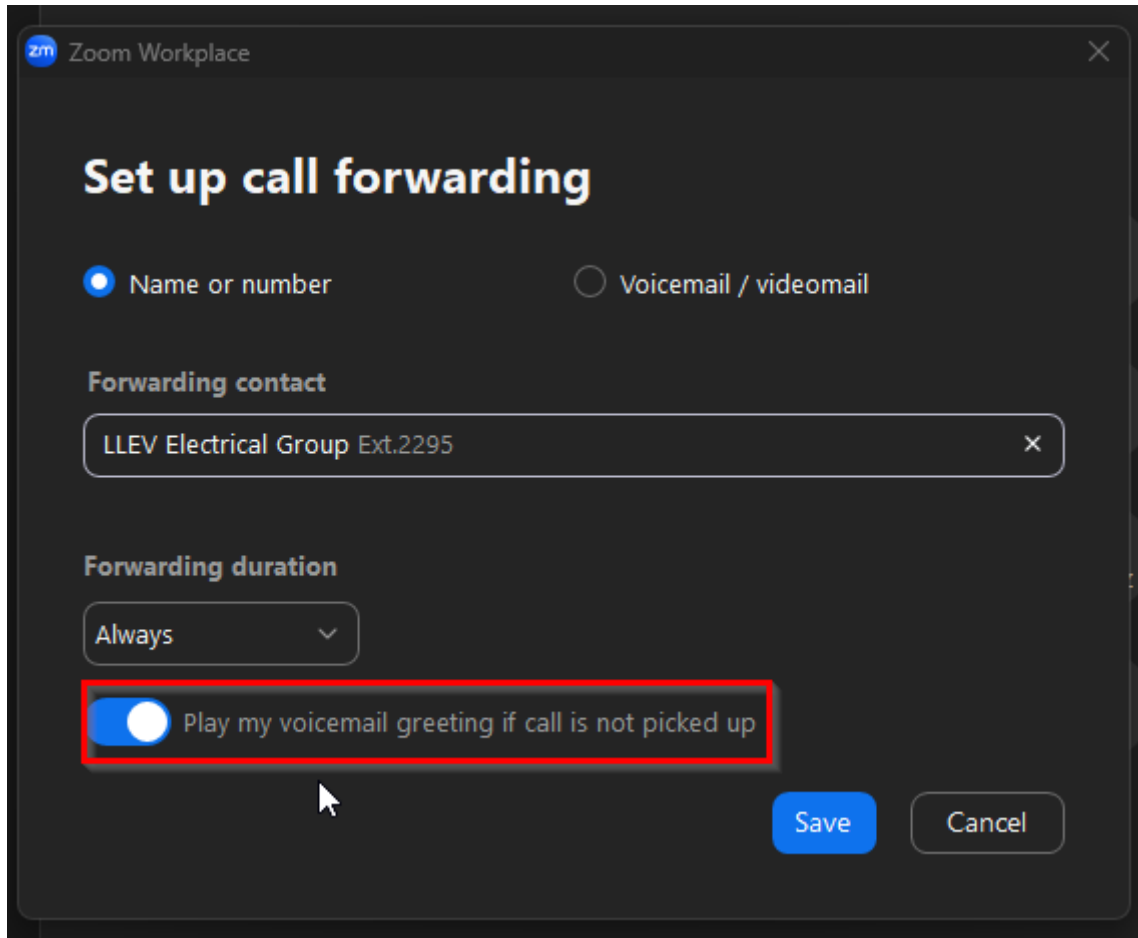
The image shows a 'Zoom Workplace' window titled 'Set up call forwarding'. It features two radio buttons: 'Name or number' (selected) and 'Voicemail / videomail'. Below the radio buttons is a section labeled 'Forwarding contact' with a text input field containing the placeholder 'Enter a name or number...'. Underneath is a 'Forwarding duration' section with a dropdown menu currently set to 'Always'. At the bottom right are 'Save' and 'Cancel' buttons.

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



This image is identical to the one above, showing the 'Zoom Workplace' window titled 'Set up call forwarding'. It features two radio buttons: 'Name or number' (selected) and 'Voicemail / videomail'. Below the radio buttons is a section labeled 'Forwarding contact' with a text input field containing the placeholder 'Enter a name or number...'. Underneath is a 'Forwarding duration' section with a dropdown menu currently set to 'Always'. At the bottom right are 'Save' and 'Cancel' buttons.

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.

A screenshot of the 'Set up call forwarding' dialog box in Zoom Workplace. The dialog has a dark background. At the top, it says 'Zoom Workplace' with a close button. The title is 'Set up call forwarding'. There are two radio buttons: 'Name or number' (selected) and 'Voicemail / videomail'. Below is a 'Forwarding contact' field containing 'LLEV Electrical Group Ext.2295'. Then, a 'Forwarding duration' dropdown menu is set to 'Always'. A red rectangle highlights a toggle switch labeled 'Play my voicemail greeting if call is not picked up', which is currently turned on. At the bottom right are 'Save' and 'Cancel' buttons.

Zoom Workplace

Set up call forwarding

☒ Name or number ☐ Voicemail / videomail

Forwarding contact

LLEV Electrical Group Ext.2295

Forwarding duration

Always

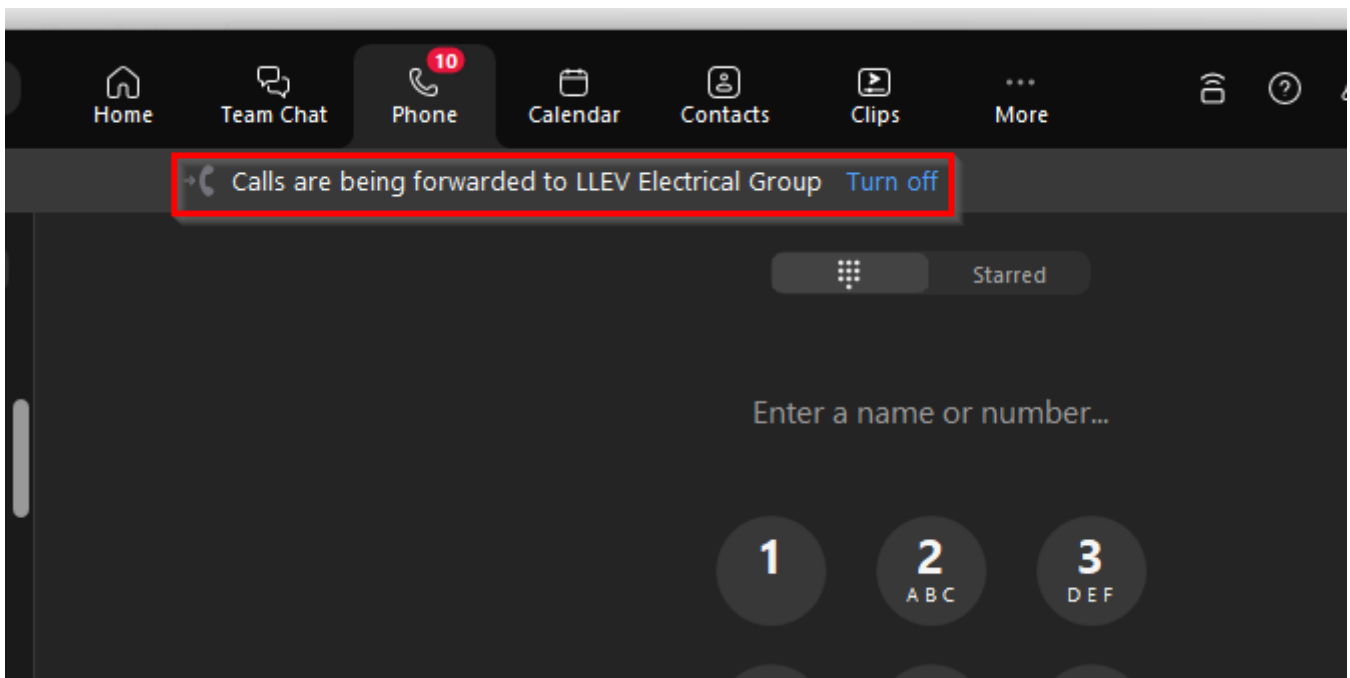
☒ Play my voicemail greeting if call is not picked up

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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