

RINGCENTRAL ONLINE ACCOUNT: SETTING UP CUSTOM ANSWERING RULES FOR YOUR EXTENSION

Custom Answering Rules is a feature in the RingCentral Online Account, which lets you set specific call handling actions based on your defined conditions. This saves you time and effort in reconfiguring the standard call handling settings, just to meet specific conditions.

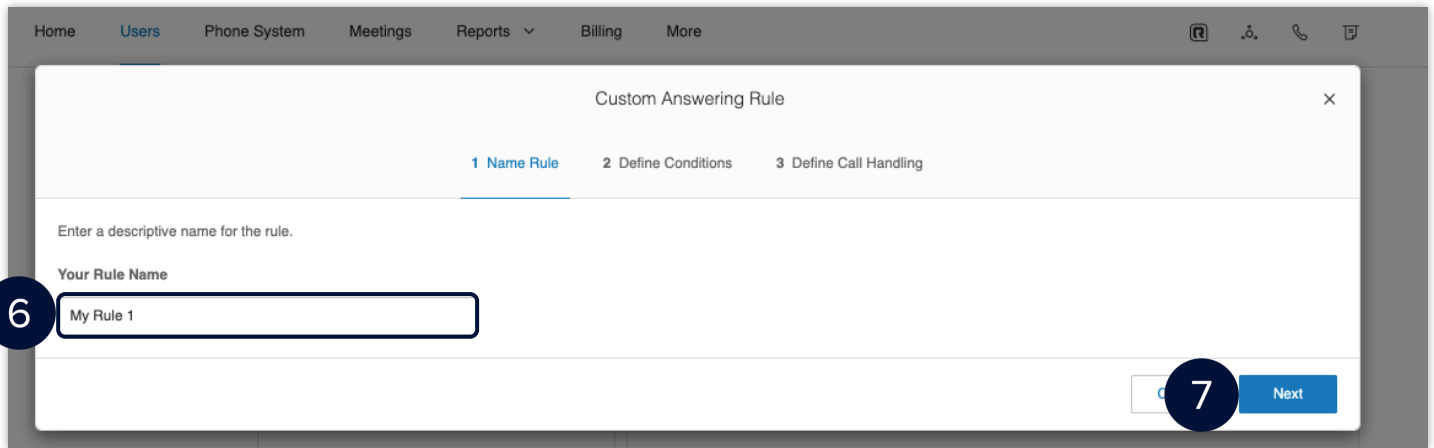
Example: Forwarding your extension's incoming calls directly to your voicemail during your lunch breaks or holidays.

NOTE: You may need additional permissions from your account's administrator to be allowed to configure your Custom Answering Rules.

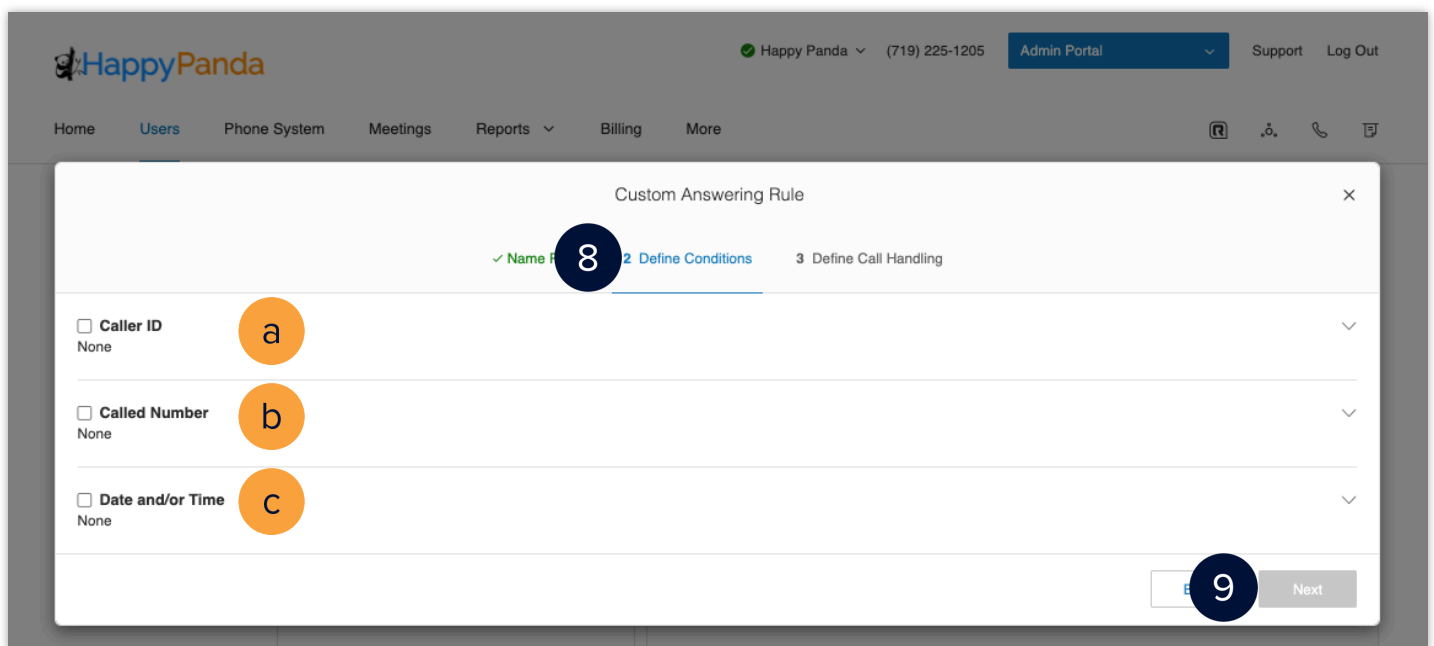
1. Access your RingCentral Online Account's **My Extension** view.
2. Click **Settings**.
3. Click **Call Handling & Forwarding**.
4. Select **Custom Rules**.
5. Click **Add Rule**.
6. Type your preferred Custom Answering Rule name.
7. Click **Next**.

The screenshot illustrates the RingCentral Online Account interface for configuring Custom Answering Rules. The interface is divided into several sections:

- Top Navigation:** Includes the RingCentral logo, user information (Happy Panda), and extension details (My Extension).
- Menu:** Contains options like Overview, Messages, Call Log, and Settings.
- Sidebar:** Lists 'Happy Panda Training Ext. 101' and other settings like Outbound Calls/Faxes, Meetings, and Notifications.
- Main Panel:** Shows sections for User Details, Phones & Numbers, Screening, Greeting & Hold Music, and Call Handling & Forwarding.
- Call Handling & Forwarding:** Expanded to show 'Custom Rules'.
- Custom Answering Rules:** A section where you can create custom rules for special routing during holidays or specific times of the day (e.g., lunch break) or for special callers. It includes a '+ Add Rule' button, 'Apply Template', and 'Validate Rules' options.
- Table:** A table listing existing rules with columns for Active, Name, and Actions. The table shows one rule: 'Out of Office'.



8. Select your preferred condition/s for your Custom Answering Rule, you can select multiple conditions simultaneously.
 - a. **Caller ID** – Configures call handling behavior based on the incoming caller ID. You can specify complete numbers or use partial numbers such as country codes or area codes.
 - b. **Called Number** – Configures call handling behavior based on the phone number that the caller dialed.
 - c. **Date and/or Time** – Configures call handling behavior based on date and/or time ranges.
NOTE: *Custom Answering Rules are applied before your User Hours and After Hours call handling rules.*
9. Click **Next**.



10. Select your preferred condition/s for your Custom Answering Rule, you can select multiple conditions simultaneously.
 - a. **Forward Calls** – Forwards your calls to a single or multiple phone number in a specific order and have your RingCentral greeting and voicemail settings apply.
 - b. **Take Messages Only** – Sends all callers to voicemail.
 - c. **Play Announcement Only** – Plays a pre-recorded announcement and end the call afterward.
 - d. **Unconditional Forwarding** – Unconditionally forwards a call to a specific phone number, none of your RingCentral greetings, voicemail, or other call handling settings apply once the call has been forwarded.

11. Click **Save**.

After completing this process, your Custom Answering Rule displays in the **Custom Rules** tab. You may edit, delete, or save the rule as a template.

QUICK TIP: Click **Validate Rules** to check if your Custom Answering Rules overlap or conflict with another rule. For Custom Rules with conflicts, you may edit, delete, or temporarily disable any conflicting rules.

| Active | Name | Actions |
|--------------------------|---------------|--|
| <input type="checkbox"/> | Out of Office | Edit Delete Save as Template |