RINGCENTRAL APP: SETTING UP CUSTOM ANSWERING RULES FOR YOUR EXTENSION

Custom Answering Rules allow you to set specific call handling actions based on your defined conditions. This saves you time and effort in reconfiguring the standard call handling settings to meet specific conditions.

Example: Forward your incoming calls directly to your voicemail during lunch breaks or holidays.

Note: You may need additional permissions from your account's administrator to configure your Custom Answering Rules. Custom Answering Rules are applied before your standard Work Hours and After Hours call handling rules.

- 1. In the RingCentral app, click Settings.
- 2. Select Phone.
- 3. Under General, click **Edit** beside Extension settings. A browser window opens to access your settings.

	RingCentral (>)	Search	#
D Message	Customize tabs	Phone	
☐¢ Video	Notifications and audio Themes	Incoming calls	
Phone	Message	Call handling Set how incoming calls ring your apps and devices, and how missed calls are handled.	
2	■• Video	Voicemail	
2	Sector Contraction Contractico	Set a greeting and a PIN for your voicemail.	
Fax Ontacts	Calendars and contacts Keyboard shortcuts	Ringtone Off Select the sound you'll hear when you receive incoming calls.	
••• More	a Administration	Auto-answer calls Select how long callers will wait before their calls get auto-answered. This setting won't apply when you're on an active call.	
		Outgoing	
		Default caller ID Select the number that will be displayed to the people you call.	
		Fax from Select the number that will be displayed on the faxes you send.	
۲ Apps		RingOut Manage Use another phone to make a call with your RingCentral number and Caller ID.	
mpany		General	
ettings		Extension settings Customize your profile details, call screening, greetings, hold music, and more.	
? source Center		Heads-up display (HUD) Manage Monitor contacts. view their presence status, and call or text them.	

- 4. Click Call Handling.
- 5. Select Custom rules.
 - a. Note that if enabled, **Forward all calls** overrides all Call Handling rules, including custom answering rules. To ensure that your set rules are applied, turn this option off.
- 6. Click Add rule.

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Carol Demo Ext. 218	✓ User Details	8								
Outbound Calls/Faxes	✓ Phones & Numbers									
Meetings	✓ Screening, Greeting & Hold Music									
4	∧ Call Handlin	ng								
	Work hours	After hours	5 Custom rules	Settings				a	Forward all calls	
	Custom Answ You can create ci	ering Rules	ecial routing during	g holidays or sp	pecific times of t	he day (e.g. lunch	break) or for spec	ial callers. <u>Learn more</u>		
						6	+ Add Rule	Apply Template	S Validate	Rules
	Active	Name								Actions
	\bigcirc	Travel						Edit Delete	Save as T	emplate

- 7. In the popup window, configure your Custom Answering Rule details, starting with the rule name.
- 8. Click Next.



RingCentral App | Setting Up Custom Answering Rules for Your Extension

- 9. 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 or 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 or time ranges.

10. Click Next.

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- 11. Select the action that should apply when an incoming call matches the conditions you selected.
 - a. Ring my devices Rings the numbers and devices associated with your RingCentral account.
 - b. **Send to voicemail** Send callers directly to voicemail. Choose between the voicemail of the current extension or a different extension.
 - c. **Play an announcement** Choose to play the default unavailable greeting or record a custom greeting. The call disconnects after the announcement.
 - d. Forward to extension Forwards the call to the selected extension.
 - e. Forward to external number Forwards the call to the specified phone number.

12. Click Save.

Overview	Messages	Call Log	Contacts	Settings	More				
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Select what should happen when incoming call match the rule									
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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.

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