



Getting Started with Global Call Forwarding

OVERVIEW

Once your new business phone number is activated, your Dedicated Account Manager will guide you through the rest of the onboarding process. You also have access to our [Online Boarding Portal](#) and Onboarding Video to help you through the process.

The next step is to start thinking about how you want to set up your business phone system.



VIEW & MANAGE SERVICE LINES

When you log in to your account control panel, you will see all phone service lines you have activated with us. Here, you can manage call settings, change forwarding rules, or add custom routing for each phone line.

FORWARD-TO NUMBER

Consider where and what number you want calls to forward to. You can have calls forwarded to different phone numbers or SIP addresses. Set this up in the Call Forwarding section under Settings for your desired phone number.

CALL ROUTING

Decide how you want calls to route within your phone system. Consider different locations, teams, employees, backup teams, and so on. Then, determine when and how calls will route from one destination to another. Ask yourself the following questions:

- **What Call Groups Do I Need?**

You can add multiple teams and employees within a Call Group. Then, you can forward calls to this group and ring the members simultaneously or one at a time. You can even use Call Groups to group users' extensions to create departments.

- **What Schedules and Rules Do I Need?**

Use schedules to activate specific call flow and routing rules. Add routing rules based on time of day, caller's location, caller ID, holiday schedules, and more. You can even set up failover forwarding that kicks in if your main routing system fails.

- **Do I Need to Set Up an Auto Attendant or IVR?**

An IVR or Auto Attendant answers the call and greets callers with a personalized message about your business and departments. Callers then make a selection to be transferred to the agent or department they need. You can customize your IVR to manage call flows that work best for your business.

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CALL FLOWS

Use our IVR manager to create custom call flows for each phone number. Here are some examples to consider:

Example #1

When callers dial your phone number, the call comes to your office. If the call is not answered in 60 seconds, the call is routed to your smartphone. If the call is still not answered, it is forwarded to voicemail.



Example #2

When callers dial your main number, the automated IVR answers and distributes calls to 2-3 departments.



ADVANCED FEATURES

If you have premium add-ons such as Outbound Calling and Call Recording, you will need to set them up within the Control Panel. Visit our [Knowledge Base](#) online to learn more or speak with your account manager.