



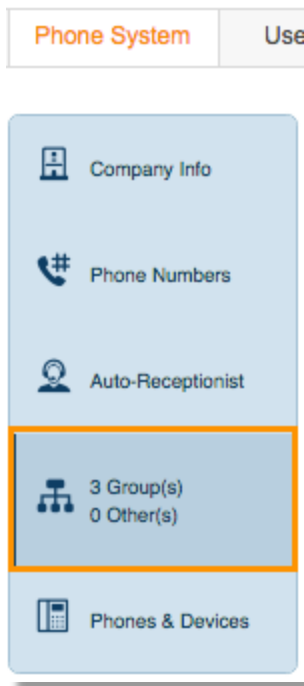
# [ADMIN] Setting up your Advanced Call handling settings via web

## Article #3440

How to set up your own Department Custom Rule (Advanced Options) via Web

As a group manager, you can create a custom rule rules via Web by following the steps below.

1. Log in to your Office@Hand account.
2. Go to **Phone System > Groups**.



3. Select the Call Queue you wish to modify.
4. Click **Call Handling > Advanced**.



Call Queue Info

Direct Numbers

Greeting

**Call Handling**

Call Queue Hours After Hours **Advanced**

Decide how calls get transferred to group members: ⓘ

Rotating

Simultaneous

In fixed order

Audio while connecting: ⓘ

On  Off

Set Audio Acoustic >

What callers hear while waiting for their call to be answered in a call queue

Interrupt Audio Never >

Interrupt audio periodically and play a message

Hold music:

On  Off

Set Hold Music Acoustic >

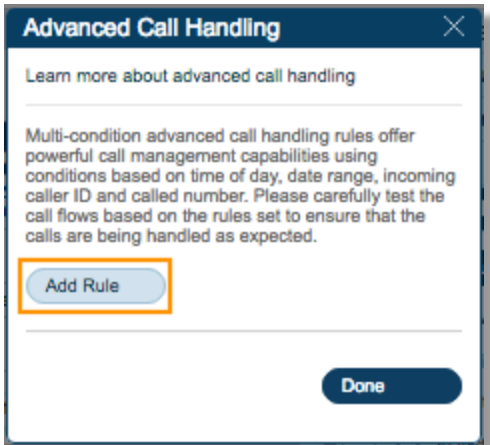
Audio callers hear when put on hold

Member availability and hold times ▾

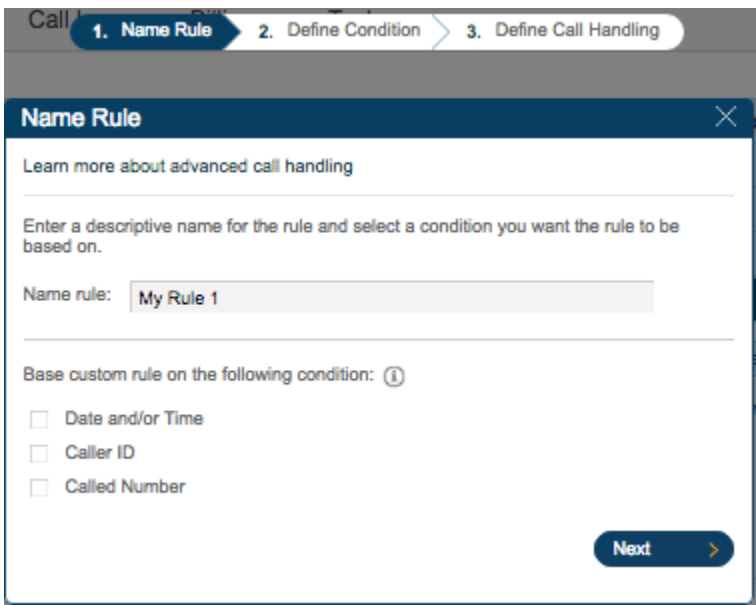
Cancel Save >

Messages & Notifications

5. Click **Add Rule**.



6. Set a name for the new rule and where you want the new rule to work. Also, select the Base Custom rule on the following condition. Click **Next** to proceed.

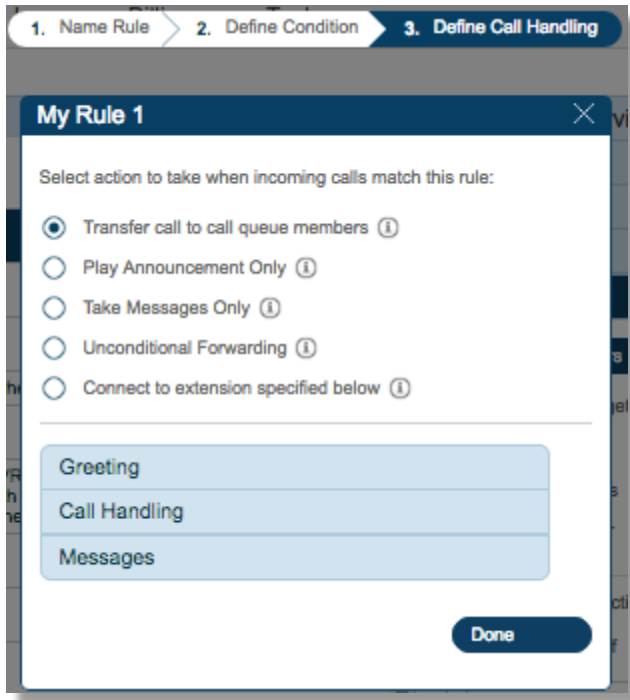


**Date and/or Time rules** apply based on a time of the day and week every week, or on a specific date range.

**Caller ID** rules apply to calls coming from specific phone numbers. You can create a list of phone numbers to be used for this setting. (Numbers selected must be using Caller ID.)

**Called Number** rules are based on the phone number your clients dialed; for example, a phone number you are using for a customer promotion campaign.

7. Define the condition on your selected custom rule.
8. You may select how you want your calls to be handled:



**Transfer call to call queue members** - Distribute the call among your call queue members, using the members and rules you've already established for this call queue.

**Play Announcement Only** - Play a pre-recorded announcement and end the call afterwards.

**Take Messages Only** - Send callers to voicemail.

**Unconditional Forwarding** - Select if you want to forward the call to a different phone number without having to go through your greeting settings. This option is good when you want the call to go directly to your personal voicemail when you don't pick-up.

**Connect to extension specified below** - Transfer calls to a particular extension.

Note: You can also change Call Screening, Call Handling, and Messages setting of the Extension.

9. Click **Done**.
10. Click **Save** to retain changes.

**Keywords:** Department custom rule, department call handling, department settings, Department Manager, 3440