Avaya Call Handling

- 1. Sign in to Avaya Cloud Office service.cloudoffice.avaya.com
- 2. Click Sign in with Google



3. Choose your ISS Email Address

G Sign in with Google
Choose an account
to continue to avaya.com
Ethan Dancy ethan_dancy@iss.k12.nc.us
Ose another account
To continue, Google will share your name, email address, language preference, and profile picture with avaya.com. Before using this app, you can review avaya.com's privacy policy and terms of service .

- 4. The first time you sign in, it may ask you for permissions to use your Google Account. Click **Allow** on these options.
- 5. Click **Settings** at the top.



6. Click Call Handling

C	Verview	Messages	Call Log	Contacts	Settings	More
	Ethan Dancy Ext		∨ User	Details		
ĺ	Outbound Ca	lls/Faxes	\vee Phone	es & Numbers		
	Meetings		\vee Scree	ning, Greeting	& Hold Music	
	Notifications		\vee Call H	landling		
			\vee Voice	mail		
			\vee Perso	onal Emergency	y Response Lo	ocations

7. Here you can setup how many rings you want your phone to do before it goes to voicemail.

Sche	edule: You	Ir calls will follow	w these rules 24	hours, 7 days a week. To tur	n on after-	hours call handling, set a cus	tom schedule. Edit schedule
Inco	ming call	s:					
Set h	iow you'd	like your device	es to ring during v	work hours. <u>Learn more</u>			
\$ •	Ring all a	at once		~			
2 C	reate ring	group	Ungroup 🗑	Delete			
		Order	Active	Ring for ①		Name	Number
		1		4 Rings / 20 Secs	\sim	Existing Phone	(828) 268-7221
		1		6 Rings / 30 Secs	\sim	My desktop and mobile ap	ps
\oplus	Add numb	per or coworker					
Miss	ed calls:						
Set h	iow you'd	like your misse	d calls to be han	dled during work hours.			
۵	Send to	voicemail		~			
etting	gs/callHan	dling/userHours					

8. Make sure you have your calls set to go to voicemail during work hours unless you want to forward your calls to someone else.

10	create ring	group	Ungroup 🗎	Delete			
		Order	Active	Ring for ①		Name	Number
		1		4 Rings / 20 Secs	\sim	Existing Phone	(828) 268-7221
		1		6 Rings / 30 Secs	\sim	My desktop and mobile apps	
\oplus	Add numl	ber or coworker					
① Miss Set h	Add numl ed calls: now you'd	ber or coworker like your misse	d calls to be han	dled during work hours.			
(+) Miss Set h	Add numl and calls: now you'd Send to	ber or coworker like your misse voicemail	d calls to be han	dled during work hours.			
(+) Miss Set I Set V	Add numl ed calls: now you'd Send to voicemail,	ber or coworker like your misse voicemail <u>greeting for wor</u>	d calls to be han <u>k hours</u>	dled during work hours.			
(+) Miss Set I () Set V Send	Add numl eed calls: now you'd Send to voicemail d voicema	ber or coworker like your misse voicemail greeting for wor ail to	d calls to be han <u>k hours</u>	dled during work hours.			

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