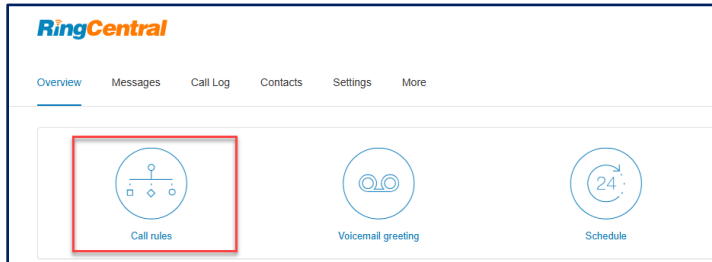
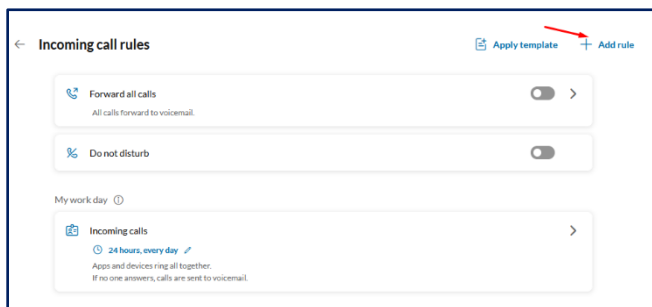


Setting a Call Rule for Holiday Closures or Temporary Schedule Changes

1. Sign into your [RingCentral Service Account](#) using Single Sign-On (SSO).
2. On the “Overview Page” click the first circle titled “Call rules”.



3. Click “+ Add rule.”



4. Select the rule you want to adjust:

- **Work hours:**

Callers will receive this message during your scheduled work hours. *Any changes you make to work hours will save and take effect immediately. If this is the only call rule you want to change, you do not need to proceed to the next step. If you also want to set an after-hours rule or custom rule, proceed to the respective bullet point in this section.*

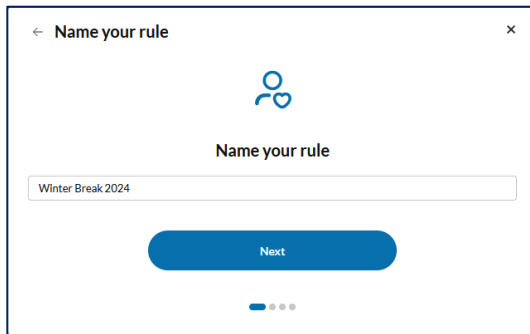
- **After Hours:**

Callers will receive this message outside of your work hours. *Any changes to work hours and after hours will save automatically and take effect immediately. If this is the only call rule you want to change, you do not need to proceed to the next step. If you also want to set a work hours rule or custom rule, proceed to the respective bullet point in this section.*

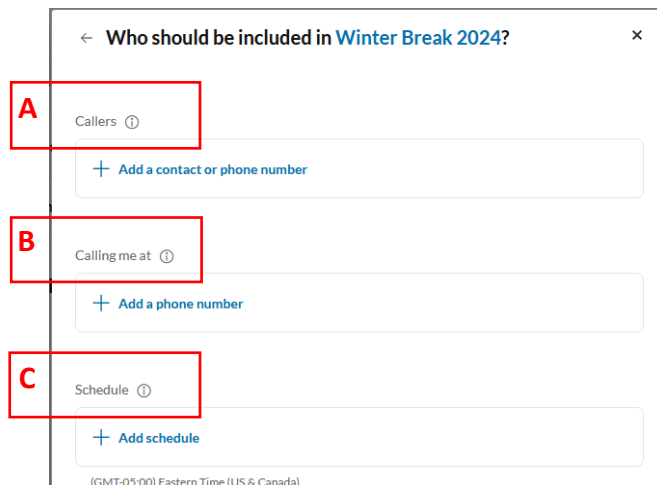
- **Create custom rule:**

A custom rule should be created for holiday closures or custom messages during the hours of your choosing. Callers trying to reach you during the hours you set for this rule will receive your custom message. This message can apply to all incoming calls or specific numbers.

5. Name your custom rule. “Winter Break 2024” was used for this example:



6. After your custom rule is named, click “Next” to define the conditions of your call rule. Call rules can be phrased as an “IF/THEN” condition. This step references the “IF” rules. Step 7 references the “THEN” rules.



A. Callers:

IF the caller is added to this list, **THEN** we will choose an action to take on the next page.

B. Calling me at:

IF the person calling is dialing a specific number, **THEN** we will choose an action to take on the next page.

C. Schedule:

IF the date and time fall between the time period we define her, **THEN** we will choose an action to take place on the next page.

Note: “Schedule” is the most common “IF” condition. It’s how we define the time period of the action we are taking. It applies to ALL calls incoming to the account’s main number when this rule is active, unless different numbers have been defined under CALLERS and/or CALLING ME AT. [See “Winter

Break” example below for an example.] Once you hit SET in all conditions, it will return you to the “Who should be included” page.

EXAMPLE: Winter Break 2024 Call Rule

In this example, we want to define a range of dates that will tell our telephone number to play a special message and then go to voicemail for ALL incoming calls.

We will name our call rule, then hit next. On the “Who should be included” page, we will click “+Add schedule” and then SPECIFY DATE RANGE if it’s more than a week or “DAYS OF THE WEEK” if we want it to repeat every week. Now, under “SPECIFY DATE RANGE” we define the time period that the University is closed for Winter break.

Our winter break is December 23 to January 1 with us returning on January 2. We will define that as being closed “ALL DAY” for that entire date range and hit SET.

Specific date range

WHEN

All day ☒

Start date: 12/23/2024 Start time: 8:00 AM

End date: 01/01/2025 End time: 8:00 AM

(GMT-05:00) Eastern Time (US & Canada)

Cancel Set

- After all of the “IF” conditions are defined for the custom rule, click “NEXT” on the “Who should be included” section to define what the call rule should do under those conditions. This is the “THEN” section of the rule.

← How should incoming calls be routed during Winter Break 2024? ×

Incoming calls

Next

A Ring devices

B Send to voicemail

C Forward the call

D Play announcement

A. Ring devices – choose one of the following:

- Greet caller with a message

Plays a separate message for callers immediately when the phone rings, then proceed with a normal ring tone. (Example: Greeting>4 rings>Voicemail).

- **Screen callers**

This option must be set up in advance by Telecommunications. This feature is similar to “Press 1 for (department/name),” routing calls based on the caller’s selection.

- **Tell the caller they are going to be connected**

Plays a simple announcement preceding a normal ring tone.

- **Play music while connecting**

Plays music while the caller waits for their call to be answered.

We do not recommend changing the following advanced settings for “Ring Devices” without consulting with Telecommunications.

- **Send to Voicemail**

Routes calls directly to voicemail without ringing the line

- **Forward the call**

Redirect the call to someone else’s extension.

- **Play announcement**

Plays a prerecorded message and then disconnects the call without allowing callers to leave a message.

B. Send to Voicemail

Sends callers straight to the voicemail greeting where they can leave a message.

C. Forward the call

Routes the call to another extension.

D. Play announcement

Plays a prerecorded message and then disconnects the call without allowing callers to leave a message.

8. After defining the call rule, choose “Done” to finish. You will then be provided with a Summary page and the option to edit changes to the call rule. Make any necessary changes and then click “Done” again. Otherwise, proceed to Step 9.
9. Click “Done” again to confirm the call rule. The system will return you to the “Incoming calls” list in “Settings” and show the call rule with a toggle button for you to activate or deactivate the rule.

Example: Winter Break Call Rule, Part 2

We have defined our “IF” to be the dates December 23rd to January 1 in the first part of the call rule, now we need to hit NEXT and define the “THEN,” the action we want to take during this date range.


When asked “How should incoming calls be routed for Winter Break,” we know we want the line to go to a simple announcement (NOT voicemail) in the pull-down. For this, we choose “Play Announcement” to record the message we want callers to hear.

Play announcement

Announcement greeting Custom ▾

Computer Microphone Phone Importing

Record your custom greeting up to 5 minutes.



Cancel Done

It is just like recording a new voicemail greeting! Once DONE is chosen, the announcement is ready. Had we wanted it to go to voicemail, we would have chosen that as the incoming calls destination.