



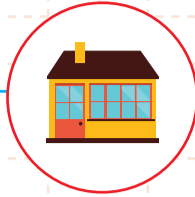
THE COMPLETE GUIDE TO CALL FORWARDING

What is Call Forwarding?

Call forwarding allows you to forward an incoming call to...



YOUR OFFICE



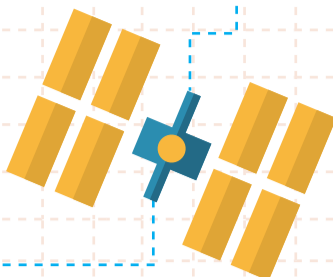
YOUR HOME



YOUR MOBILE



YOUR CALL CENTERS



TO MANAGE

- Calls after business hours.
- Call overflow.
- Employees work in different time zones.
- Phone system failure.

MAKING IT PERFECT FOR



SMALL BUSINESS OWNERS & ENTREPRENEURS

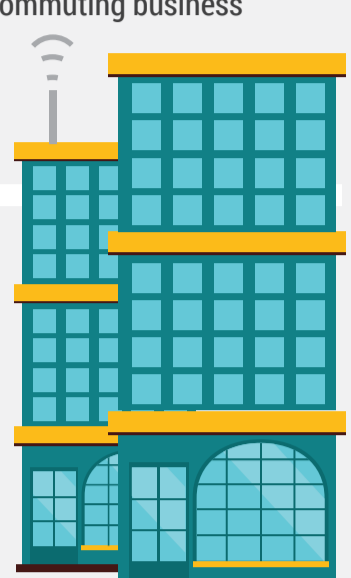


Multilocation businesses



International & Multinational businesses

Telecommuting business



COMMON CALL FORWARDING FEATURES

SEQUENTIAL RINGING

If one phone fails to pick up, the call will be routed to other phones until the call is received.

If you're experiencing a heavy call load, this makes sure no customer call is ever missed.



SIMULTANEOUS RINGING

Calls can ring on multiple phones, in multiple places.

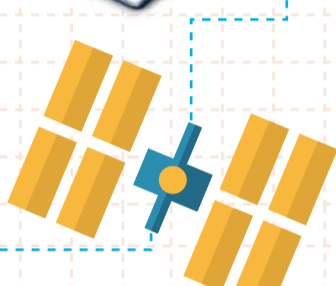
If you have employees who work from remote locations, set dedicated lines that will ring all at once. The first person to answer will take the call.



FOLLOW THE SUN

If you have customers calling around the clock, take calls in your own office during business hours, then forward all after-hour calls to a contact center in India while you sleep!

Call will route to different places based on the time of day.



THE COST OF CALL FORWARDING

CALL FORWARDING IS AUTOMATICALLY INCLUDED IN MOST INDIVIDUAL AND BUSINESS PHONE PLANS.

1

Most forwarded calls are billed as if answered from the original phone, not the answering phone.

2

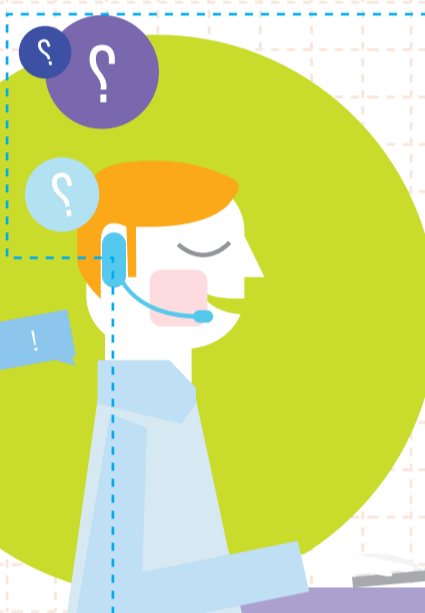
Forwarded calls are still subject to local or toll charges.

3

Additionally calling features depend on plan availability and phone system compatibility.

4

International call forwarding is not a free feature offered by major service providers.



HOW TO FORWARD CALLS

MOST MAJOR SERVICE PROVIDERS HAVE IMMEDIATE CALL FORWARDING THAT CAN BE ACTIVATED DIRECTLY FROM THE PHONE OR ONLINE.

It involves dialing the number you want to forward calls to, along with a specific 3 or 4 digit prefix. For example:



Direct Forwarding

Call *72 + (xxx) xxxxxxxx

Turn On Forwarding

Call **21* + (xxx) xxxxxxxx

Direct Forwarding

Call *72 + (xxx) xxxxxxxx

Sequential Forwarding

Call *71 + (xxx) xxxxxxxx

Turn Off Forwarding

Call #21# and wait for a confirmation message

Sequential Forwarding

Call *720 and wait for a confirmation message

HOWEVER THIS WON'T WORK FOR BUSINESSES WHO HAVE LARGE SCALE OR MULTINATIONAL FORWARDING NEEDS.

Most businesses will require a sophisticated PBX system with built-in call forwarding features.



Traditional PBX systems come with costly, hard-to-maintain equipment



But today, Virtual PBX systems hosted on the cloud are the leading telecommunications solution.

WORKING WITH A VIRTUAL PBX FORWARDING SYSTEM

VIRTUAL PBX SYSTEMS HAVE THEIR CONTROL PANEL ONLINE.

Through the online control panel, you can:



Access Multiple features not available with traditional call forwarding.



Activate customized forwarding options for any phone number.



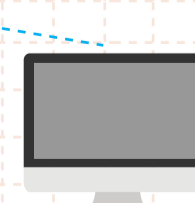
Create customizable call queues to let you decide where and when phones receive calls.



Change settings and reroute calls quickly and easily

Virtual PBX systems work hand-in-hand with virtual numbers, which are perfect for simple, cost-effective international forwarding.

Virtual phone numbers are assigned to an owner, not a location or dedicated phone line, meaning you can easily access calls from a range of devices!



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INTERNATIONAL CALL FORWARDING

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