

Configure Call Forwarding Selective for Webex Calling

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Introduction

This document describes the basic functionality of Call Forwarding Selective for Auto Attendant and Call Queue and provides some examples.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Basic understanding of features such as Auto Attendant, Call Queue, and Scheduling
- Have admin roles in the organization
- Have a clear understanding of what must be configured
- Active Telephone Number assigned to the desired features

Components Used

The information in this document is based on Control Hub.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

This document describes the basic functionality of Call Forwarding Selective for Auto Attendant and Call

Queue and provides some examples. Note that the solutions presented for the examples are not the only way to achieve the goal. The value of these examples is their simplicity and practical use.

Webex Calling has the option to create Auto Attendant and Call Queue. These features allow you to organize groups of agents that receive calls based on the configuration.

Note: After you check your Call Forwarding selective configuration, there are multiple criteria set in the Call Forwarding Selective for the Auto Attendant. The criteria are checked based on the order they are listed. In this case, Business Hours come prior to the Holiday. Thus, when the system checks for Business Hours first, and if it satisfies the condition, it no longer checks the next criteria. It is suggested that you update the criteria name with numbers so that the Holiday criteria are checked first. For example, 01_Holiday, 02_Business, and so on.

Call Queue

For these examples, you must have a hunt group that works as follows:

- During Business Hours: Incoming Calls are routed to Call Queue agents.
- After Business Hours (from 5:00 PM to 09:00 AM of the next day): Incoming calls routed to the voicemail of a particular user.

The best way to accomplish this is to create a Selective forward rule for the PM schedule (5:30 PM to 11:59 PM) in order to cover the after-hours for that day, and a Selective forward rule for the non-working hours of the next day (12:00 AM to 8:59 AM). Both must forward any calls to voicemail.

Scheduling

You must create two schedules for this example:

- Afterhours that cover the rest of the day after Business Hours: 5:30 PM to 11:59 PM. This is 'PM Forwarding'.
- Afterhours that cover the time before Business Hours: 12:00 AM to 8:59 AM. This is 'AM Forwarding'.

Step 1. In order to create the two schedules, you must navigate to the **Location** of the Hunt group and **Scheduling**.



MXC Test

United States

Location ID: e2d8e222-0d57-4ee4-8988-1b3a643d8468

Overview

Main Number

PSTN Connection

Cloud Connected PSTN - Intelepe

Emergency Calling

Emergency Callback Number

Emergency Location Identifier

Emergency Call Notification

Enhanced Emergency Calling

Call Settings

Scheduling

Voicemail

Voice Portal

Step 2. Choose **Add Schedule**.



MXC Test ^{Business Hours}

United States

Location ID: e2d8e222-0d57-4ee4-8988-1b3a643d8468

[Overview](#) > [Scheduling](#)

Scheduling

Scheduling is used to support other calling features, such as auto attendants. A time schedule establishes slots of time, during which a feature can execute specific behavior.

Step 3. Create the PM forwarding schedule as shown in this image:

Schedule Name

Enter a name to identify the schedule.

 ×

Schedule Type

Select the type of schedule that you want to add.

- Business Hours Holiday

Schedule

The new schedule shows a default entry. You can modify the schedule to fit your organization's needs.

Sunday

Monday × to ×

Tuesday × to ×

Wednesday × to ×

Thursday × to ×

Friday × to ×

Saturday

Step 4. Click **Save**.

Step 5. Create the AM forwarding schedule as shown in this image:

Schedule Name

Enter a name to identify the schedule.

Schedule Type

Select the type of schedule that you want to add.

- Business Hours Holiday

Schedule

The new schedule shows a default entry. You can modify the schedule to fit your organization's needs.

Sunday

Monday to

Tuesday to

Wednesday to

Thursday to

Friday to

Saturday

Step 6. If you do not work on Saturday and Sunday, you must apply the rule from 12:00 AM to 11:59 PM. This applies the forwarding for the entire day.

Enter a name to identify the schedule.

Schedule Type

Select the type of schedule that you want to add.

- Business Hours Holiday

Schedule

The new schedule shows a default entry. You can modify the schedule to fit your organization's needs.

<input checked="" type="checkbox"/>	Sunday	<input type="text" value="12:00 AM"/>	to	<input type="text" value="11:59 PM"/>
<input checked="" type="checkbox"/>	Monday	<input type="text" value="12:00 AM"/>	to	<input type="text" value="8:59 AM"/>
<input checked="" type="checkbox"/>	Tuesday	<input type="text" value="12:00 AM"/>	to	<input type="text" value="8:59 AM"/>
<input checked="" type="checkbox"/>	Wednesday	<input type="text" value="12:00 AM"/>	to	<input type="text" value="8:59 AM"/>
<input checked="" type="checkbox"/>	Thursday	<input type="text" value="12:00 AM"/>	to	<input type="text" value="8:59 AM"/>
<input checked="" type="checkbox"/>	Friday	<input type="text" value="12:00 AM"/>	to	<input type="text" value="8:59 AM"/>
<input checked="" type="checkbox"/>	Saturday	<input type="text" value="12:00 AM"/>	to	<input type="text" value="11:59 PM"/>

Lunch Break

Step 7. Click **Save**.

Note: If the Schedule for Call Forwarding Selective (for Afterhours), ends at 8:59 AM, calls made after 08:59 AM, for example, at 08:59:01 AM, calls do not trigger the call forwarding and instead calls are routed to Business Hours.

Call Forward Selective

Assign the schedules to the Call Queue in the section Call Forwarding Selective.

Step 1. Navigate to **Call queue** and **Call Forwarding**.

Call queue

Overview

Enable Call Queue

Settings

Phone Number

Call Forwarding

Agents

Call Routing Pattern

Overflow Settings

Bounced Calls

Announcements

Announcement Files

Step 2. Choose **Selectively Forward Calls**. You must choose the phone number to which the calls are forwarded. You must check the voicemail option if you like to send calls to voicemail.

Call queue

Call Forwarding

Call Forwarding is a feature that allows the user to redirect the incoming call to another number based on s



Always Forward Calls

Selectively Forward Calls

An incoming call is forwarded or not forwarded to this number, based on the defined criteria.



Send to voicemail



Step 3. Choose **Edit** for the first schedule.

Step 4. Choose the schedule you created for the rule. In this case, **AM Forwarding**.

Edit When to Forward

Call Forwarding Selective Details

Rule Name

AM forwarding



When To Forward

Calls will be forwarded according to the schedule set here.

Business Hours Schedule

AM Forwarding



Holiday Schedule

None

Schedule

Friday:	Weekly	Friday, 12:00 AM to 8:59 AM
Monday:	Weekly	Monday, 12:00 AM to 8:59 AM
Saturday:	Weekly	Saturday, 12:00 AM to 11:59 PM
Sunday:	Weekly	Sunday, 12:00 AM to 11:59 PM

[Show More](#)

Forward To

Enter the number that your calls will be forwarded to.

Default Phone Number +12025550139

Different Phone Number

Calls From

Calls from the number(s) defined here will be forwarded.

Any Number

Step 5. There is no **Holiday** schedule chosen (otherwise, it is mandatory to create a new rule, specific to Holidays).

Step 6. The **forward to** is set to the default number chosen in the Call Forwarding.

Step 7. Calls from **any number** are applied for the rule.

Step 8. Click **Save**.

Step 9. You must accomplish the same for the PM schedule.

Add When to Forward

Call Forwarding Selective Details

Rule Name

PM Forwarding ×

When To Forward

Calls will be forwarded according to the schedule set here.

Business Hours Schedule

PM forwarding ∨

Holiday Schedule

None

Schedule

Friday:	Weekly	Friday, 5:30 PM to 11:59 PM
Monday:	Weekly	Monday, 5:30 PM to 11:59 PM
Thursday:	Weekly	Thursday, 5:30 PM to 11:59 PM
Tuesday:	Weekly	Tuesday, 5:30 PM to 11:59 PM

[Show More](#)

Forward To

Enter the number that your calls will be forwarded to.

Default Phone Number +12025550139

Different Phone Number

Calls From

Calls from the number(s) defined here will be forwarded.

Any Number

Step 10. Choose **Save**.

The **Call Forwarding** is shown in this image:

Call queue

Call Forwarding

Call Forwarding is a feature that allows the user to redirect the incoming call to another number based on schedule.



Always Forward Calls

Selectively Forward Calls

An incoming call is forwarded or not forwarded to this number, based on the defined criteria.

Q +12025550139 X

Send to voicemail

Enable Rule	Rule Name	Rule Type	Incoming Calls From	Incoming Calls To
<input checked="" type="checkbox"/>	AM forwarding	Forward	All calls	Primary
<input checked="" type="checkbox"/>	PM Forwarding	Forward	All calls	Any Number

Step 11. Choose **Save**.

Auto Attendant

You must have an Auto Attendant that works as follows:

- During Business Hours: the Auto Attendant menu is played.
- After Business Hours (from 5:00 PM to 09:00 AM of the next day): Incoming calls routed to the voicemail of a particular user.

The best way to accomplish this is to create a Selective forwarding selective, similar to the earlier Call Queue example.

Note: Auto Attendant already has a Schedule configured. You must ensure the Selective call forwarding schedule does not overlap.

Step 1. In your Auto Attendant, choose **Schedule**.

The screenshot shows the configuration page for an Auto Attendant named "AA Cisco PSTN test". The page is organized into sections. The first section is "Business Hours Auto Attendant", which contains the following options: Overview, Enable Auto Attendant, General Settings, Phone Numbers, Call Forwarding, and Dialing Options. The second section is "Schedule", which is highlighted with a red border and contains the option "Menu". The third section is "After Hours Auto Attendant", which contains the options "Menu" and "Greeting".

In this example, the Schedule is set to Monday to Friday from 9:00 AM to 5:00 PM.

AA Cisco PSTN test

[Overview](#) > Business Hours Schedule

Business Hours Schedule

Set the hours during which your Business Hours Auto Attendant operates. Your After Hours Auto Attendant operates during non-business hours.

Assign an existing schedule

BH schedule

Schedule

Friday:	Weekly	Friday, 9:00 AM to 5:00 PM
Monday:	Weekly	Monday, 9:00 AM to 5:00 PM
Thursday:	Weekly	Thursday, 9:00 AM to 5:00 PM
Tuesday:	Weekly	Tuesday, 9:00 AM to 5:00 PM
Wednesday:	Weekly	Wednesday, 9:00 AM to 5:00 PM

Create a new schedule

Scheduling

You must create two schedules for this example:

- Afterhours that cover the rest of the day after Business Hours: 5:01 PM to 11:59 PM. This is 'PM Forwarding'.
- Afterhours that cover the time before Business Hours: 12:00 AM to 8:59 AM. This is 'AM Forwarding'.

Step 1. You must navigate to the **Location** of the Auto Attendant and choose **Scheduling**.



Cisco PSTN test

United States

Location ID: 380ee403-ec07-4da0-b233-bfd602ee2db7 

Overview

Main Number

PSTN Connection


Cisco PSTN - Cisco

Emergency Calling

Emergency Callback Number

Emergency Location Identifier

Emergency Call Notification

Enhanced Emergency Calling 

Call Settings

Scheduling

Voicemail

Step 2. Choose **Add Schedule** and create the PM forwarding schedule.

Schedule Name

Enter a name to identify the schedule.

Schedule Type

Select the type of schedule that you want to add.

- Business Hours Holiday

Schedule

The new schedule shows a default entry. You can modify the schedule to fit your organization's needs.

Sunday

Monday to

Tuesday to

Wednesday to

Thursday to

Friday to

Saturday

Note: It is important not to overlap. You must start at 05:01 PM as the AA schedule ends at 5:00 PM.

Step 3. Choose **Save**.

Step 4. Create AM Schedule, for the time 12:00 AM to 8:59 AM.

Schedule Name

Enter a name to identify the schedule.

AM Forwarding ✕

Schedule Type

Select the type of schedule that you want to add.

Business Hours Holiday

Schedule

The new schedule shows a default entry. You can modify the schedule to fit your organization's needs.

Sunday

<input checked="" type="checkbox"/> Monday	<input type="time" value="12:00 AM"/> ✕	to	<input type="time" value="8:59 AM"/> ✕
<input checked="" type="checkbox"/> Tuesday	<input type="time" value="12:00 AM"/> ✕	to	<input type="time" value="8:59 AM"/> ✕
<input checked="" type="checkbox"/> Wednesday	<input type="time" value="12:00 AM"/> ✕	to	<input type="time" value="8:59 AM"/> ✕
<input checked="" type="checkbox"/> Thursday	<input type="time" value="12:00 AM"/> ✕	to	<input type="time" value="8:59 AM"/> ✕
<input checked="" type="checkbox"/> Friday	<input type="time" value="12:00 AM"/> ✕	to	<input type="time" value="8:59 AM"/> ✕

Step 5. Choose Save.

Note: If the Schedule for call forwarding selective (for Afterhours), ends at 8:59 AM, the calls made after 08:59 AM, for example, at 08:59:01 AM, calls do not trigger the call forwarding and instead calls are routed to Business Hours.

Call Forward Selective

Assign the Schedules to the Auto Attendant Call forwarding Selective.

Step 1. Navigate to Auto Attendant and choose **Call Forwarding**.

AA Cisco PSTN test

Overview

Enable Auto Attendant

General Settings

Phone Numbers

Call Forwarding

Dialing Options

Business Hours Auto Attendant

Step 2. Enable it and choose **Selectively Forward Calls**.

AA Cisco PSTN test

Call Forwarding

Call Forwarding is a feature that allows the user to redirect the incoming call to another number based on schedule.



Always Forward Calls

Selectively Forward Calls

An incoming call is forwarded or not forwarded to this number, based on the defined criteria.



+12096995310



Send to voicemail

Step 3. Choose the user you need the calls to be forwarded to and check the **Send to voicemail** option, so the calls go straight to voicemail.

Step 4. Add the schedule AM Forwarding and choose the schedule you created earlier.

Step 5. There is no **Holiday** schedule chosen (otherwise, it is mandatory to create a new rule specific to Holidays).

Edit When to Forward

Call Forwarding Selective Details

Rule Name

AM Forwarding



When To Forward

Calls will be forwarded according to the schedule set here.

Business Hours Schedule

AM Forwarding



Holiday Schedule

None

Schedule

Friday:	Weekly	Friday, 12:00 AM to 8:59 AM
Monday:	Weekly	Monday, 12:00 AM to 8:59 AM
Thursday:	Weekly	Thursday, 12:00 AM to 8:59 AM
Tuesday:	Weekly	Tuesday, 12:00 AM to 8:59 AM

[Show More](#)

Forward To

Enter the number that your calls will be forwarded to.

- Default Phone Number
- Different Phone Number

5849



Calls From

Calls from the number(s) defined here will be forwarded.

- Any Number

Step 6. Add the PM schedule.

Step 7. There is no **Holiday** schedule chosen (otherwise, it is mandatory to create a new rule specific to Holidays).

Add When to Forward

Call Forwarding Selective Details

Rule Name

PM Forwarding ×

When To Forward

Calls will be forwarded according to the schedule set here.

Business Hours Schedule

PM forwarding ∨

Holiday Schedule

None

Schedule

Friday:	Weekly	Friday, 5:01 PM to 11:59 PM
Monday:	Weekly	Monday, 5:01 PM to 11:59 PM
Thursday:	Weekly	Thursday, 5:01 PM to 11:59 PM
Tuesday:	Weekly	Tuesday, 5:01 PM to 11:59 PM

[Show More](#)

Forward To

Enter the number that your calls will be forwarded to.

Default Phone Number +12096995310

Different Phone Number

Calls From

Calls from the number(s) defined here will be forwarded.

Any Number

Selected Phone Numbers

Step 8. The Auto Attendant scheduled settings are shown in this image:

Primary co PSTN test

Overview > Call Forwarding

Call Forwarding

Call Forwarding is a feature that allows the user to redirect the incoming call to another number based on sched



Always Forward Calls

Selectively Forward Calls

An incoming call is forwarded or not forwarded to this number, based on the defined criteria.

Send to voicemail

Enable Rule	Rule Name	Rule Type	Incoming Calls From	Incoming Calls To
<input checked="" type="checkbox"/>	AM Forwarding	Forward	All calls	Primary
<input checked="" type="checkbox"/>	PM Forwarding	Forward	All calls	Any Number

Holiday

The best way to have a forwarding selective for specific Holidays is to create a separate rule.

Here is the same example as used for Auto Attendant.

You want the Auto Attendant calls forwarded to another number during Holidays with this schedule:

- During Christmas Eve
- During the last two weeks of November

The easiest way to achieve this is to create a Selective forwarding selective with a Holiday schedule.


Scheduling

Step 1. Navigate to the Location of the Auto Attendant and create a schedule for the Holiday. Choose **Scheduling**.



MXC Test 

United States

Location ID: e2d8e222-0d57-4ee4-8988-1b3a643d8468 

Overview

Main Number

PSTN Connection


Cloud Connected PSTN - Intelepe

Emergency Calling

Emergency Callback Number

Emergency Location Identifier

Emergency Call Notification

Enhanced Emergency Calling 

Call Settings

Scheduling

Voicemail

Voice Portal

Step 2. Click **Add Schedule**.

Step 3. Name the Holiday Schedule and choose the type as **Holiday**.

Location ID: e2d8e222-0d57-4ee4-8988-1b3a643d8468

Schedule Name

Enter a name to identify the schedule.

Holiday Schedule



Schedule Type

Select the type of schedule that you want to add.

Business Hours

Holiday

Schedule

Step 4. Create the Holiday for Christmas and choose **All Day** and **By Date**.

Schedule

You can add multiple instance of events that define this schedule.

Event Name ▲	Repeat	Start time	End time

Holiday name

Christmas



Recurrence

Yearly

By

Date



On

25

of

December

Holiday Duration



Note: Event start date will always take the date specified above.

From



Dec 25, 2022



to



Dec 25, 2022



Cancel



Save

Note: In this example, you chose yearly **Recurrence**. However, if you use either **Recurrence** or

None in this field, the feature works just well.


Step 5. Click **Save**.

Step 6. Create the Holiday for the last two weeks of November under the same Schedule.

 **Cisco PSTN test**
United States
Location ID: 380ee403-ec07-4da0-b233-bfd602ee2db7 

[Overview](#) > [Scheduling](#) > [Edit Schedule](#)

Schedule Name

Holiday 

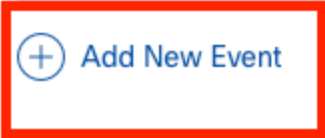
Schedule Type

Holiday

Schedule

You can add multiple instance of events that define this schedule.

Event Name ▲	Repeat	Start time	End time
Christmas	Yearly	Dec 25, 2022	Dec 25, 2022



Step 7. Choose the dates you want to use. In this example, November 21 to November 30 covers the 'last 2 weeks of November'.

Schedule

You can add multiple instance of events that define this schedule.

Event Name ▲	Repeat	Start time	End time
Christmas	Yearly	Dec 25, 2022	Dec 25, 2022

Holiday name

November holiday ×

Recurrence

None ▼

Holiday Duration



From



Nov 21, 2022



12:00 AM



to



Nov 30, 2022



Cancel

Save

Step 8. Click **Save**.

Step 9. The image shows this result:



Cisco PSTN test

United States

Location ID: 380ee403-ec07-4da0-b233-bfd602ee2db7 

[Overview](#) > [Scheduling](#) > [Edit Schedule](#)

Schedule Name


Holiday 

Schedule Type

Holiday

Schedule

You can add multiple instance of events that define this schedule.

Event Name 	Repeat	Start time	End time
Christmas	Yearly	Dec 25, 2022	Dec 25, 2022
November holiday	None	Nov 21, 2022	Nov 30, 2022

[\(+\)](#) [Add New Event](#)

Call Forward Selective

Assign the Schedules to the Auto Attendant Call forwarding Selective.

Step 1. Navigate to Auto Attendant and choose **Call Forwarding**.

AA Cisco PSTN test

Overview

Enable Auto Attendant

General Settings

Phone Numbers

Call Forwarding

Dialing Options

Business Hours Auto Attendant

Step 2. Since you created the rules for PM and AM, you can click **Add When to Forward** to create your new rule for Holiday.

AA Cisco PSTN test

[Overview](#) > Call Forwarding

Call Forwarding

Call Forwarding is a feature that allows the user to redirect the incoming call to another number based on schedule.



- Always Forward Calls
- Selectively Forward Calls

An incoming call is forwarded or not forwarded to this number, based on the defined criteria.

Send to voicemail

Enable Rule	Rule Name	Rule Type	Incoming Calls From	Incoming Calls To
<input checked="" type="checkbox"/>	AM Forwarding	Forward	All calls	Primary
<input checked="" type="checkbox"/>	PM Forwarding	Forward	All calls	Any Number

Add When to Forward

Add When Not to Forward

Step 3. Choose **Every Day All Day** along with the **Holiday Schedule** you created for the location.

Add When to Forward

Call Forwarding Selective Details

Rule Name

When To Forward

Calls will be forwarded according to the schedule set here.

Business Hours Schedule

Holiday Schedule

Schedule

Christmas:	Yearly	Decem
November hol	No	Novem
iday:	Recurrence	11:59 P

Forward To

Enter the number that your calls will be forwarded to.

Default Phone Number

Different Phone Number

Calls From

Calls from the number(s) defined here will be forwarded.

Any Number

Selected Phone Numbers

Calls To

Calls to the number(s) defined here will be forwarded.

Step 4. You must verify that the Holiday schedule is correct:

Holiday Schedule

Holiday ▼

Schedule

Christmas: Yearly December 25, All Day
November holiday: No Recurrence November, 21, 12:00 AM to 11:59 PM

Step 5. Click **Save**.

Now the Auto Attendant not only has a forwarding selective for the Afterhours but also for specific Holidays.

AA Cisco PSTN test

[Overview](#) > Call Forwarding

Call Forwarding

Call Forwarding is a feature that allows the user to redirect the incoming call to another number based on schedule.



- Always Forward Calls
- Selectively Forward Calls

An incoming call is forwarded or not forwarded to this number, based on the defined criteria.

🔍 +12096995310 ✕

Send to voicemail

Enable Rule	Rule Name	Rule Type	Incoming Calls From	Incoming Calls To
<input checked="" type="checkbox"/>	AM Forwarding	Forward	All calls	Primary
<input checked="" type="checkbox"/>	Holiday	Forward	All calls	Any Number
<input checked="" type="checkbox"/>	PM Forwarding	Forward	All calls	Any Number

[+](#) Add When to Forward

[+](#) Add When Not to Forward

Related Information

- [Manage Auto Attendants in Control Hub](#)
- [Manage Hunt Groups in Control Hub](#)
- [Create and Configure a Schedule in Cisco Webex Control Hub](#)
- [Cisco Technical Support & Downloads](#)