

为Webex呼叫配置选择性呼叫转发

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简介

本文档介绍自动总机和呼叫队列的Call Forwarding Selective的基本功能，并提供一些示例。

先决条件

要求

Cisco 建议您了解以下主题：

- 基本了解自动总机、呼叫队列和调度等功能
- 在组织中拥有管理员角色
- 清楚了解必须配置的内容
- 分配给所需功能的活动电话号码

使用的组件


本文档中的信息基于Control Hub。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

背景信息

本文档介绍自动总机和呼叫队列的Call Forwarding Selective的基本功能，并提供一些示例。请注意，针对示例提供的解决方案并不是实现目标的唯一方法。这些示例的价值在于其简单性和实用性。

Webex Calling可以选择创建自动总机和呼叫队列。这些功能允许您根据配置组织接收呼叫的座席组。

 **注意：**检查您的呼叫转移选择配置后，在自动总机的呼叫转移选择设置多个条件。将根据条件列出的顺序来检查条件。在本例中，营业时间早于节假日。因此，当系统首先检查工作时间并且满足条件时，它不再检查下一个条件。建议您使用数字更新条件名称，以便首先选中“假日”条件。例如，01_Holiday、02_Business等。

呼叫队列

对于这些示例，您必须具有如下功能的寻线组：

- 在工作时间内：传入呼叫将路由至呼叫队列座席。
- 非工作时间（下午5:00至次日上午9:00）：传入呼叫路由到特定用户的语音邮件。



实现此目标的最佳方式是PM计划（下午5:30至11:59）创建选择性转发规则，以涵盖当天的非工作时间，并为次日非工作时间（上午12:00至上午8:59）创建选择性转发规则。双方必须将任何呼叫转发到语音邮件。

安排

您必须为此示例创建两个计划：

- 下午：下午5:30至11:59。这是“PM转发”。
- 下午，涵盖营业时间之前的时间：上午12:00至上午8:59。这是“AM转发”。

步骤1: 要创建这两个计划，您必须导航到寻线组的位置和计划。


MXC Test  ×
United States
Location ID: e2d8e222-0d57-4ee4-8988-1b3a643d8468 

Overview

Main Number +12025550138 >


PSTN Connection Cloud Connected PSTN - Intelpeer (US non-integrated): [Manage](#)

Emergency Calling

Emergency Callback Number  Location main number >

Emergency Location Identifier eli >

Emergency Call Notification Off >

Enhanced Emergency Calling  Off >



Call Settings

Scheduling >

Voicemail >

Voice Portal >

第二步：选择添加计划。

MXC Test  ×
United States Business Hours
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.

[Add Schedule](#)

[Export](#)

第三步：如下图所示，创建PM转发计划：

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

第四步：点击保存。

第五步：创建AM转发计划，如下图所示：

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

Monday to

Tuesday to

Wednesday to

Thursday to

Friday to

Saturday

第六步：如果周六和周日不工作，则必须应用从上午12:00到晚上11:59的规则。这适用于整天的转发。

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.

<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

步骤 7. 点击保存.

 注：如果“呼叫转移选择计划”（适用于Afterhours）在上午8:59结束，在08:59之后进行的呼叫（例如，上午08:59:01），呼叫不会触发呼叫转移，而是将呼叫路由至工作时间。

呼叫转移选择性

在“呼叫转接选择”部分将调度分配给呼叫队列。

步骤1: 导航到呼叫队列和呼叫前转。

Call queue



Overview

Enable Call Queue



Settings

Manage >

Phone Number

1150 or +12025550149 >

Call Forwarding

Disabled >

Agents

Manage >

Call Routing Pattern

Top Down >

Overflow Settings

Manage >

Bounced Calls

Manage >

Announcements


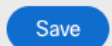
Manage >

Announcement Files

Manage >

第二步：选择Selective Forward Calls。您必须选择呼叫前转到的电话号码。如果要將呼叫发送到语音邮件，必须选中语音邮件选项。

Call queue


Call Forwarding

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

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

第三步：为第一个计划选择Edit。

第四步：选择您为规则创建的计划。在本例中，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

第五步：未选择Holiday计划（否则，必须创建特定于节假日的新规则）。

第六步：forward to设置为在Call Forwarding中选择的默认号码。

步骤 7.来自任何号码的呼叫将应用于规则。

步骤 8Click Save.

步骤 9对于PM计划，您必须完成相同的操作。

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	Holiday Schedule
PM forwarding	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

Cancel Save

步骤 10选择Save。

呼叫前转如下图所示：

Call queue



Cancel

Save

Call Forwarding

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



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	Actions
<input checked="" type="checkbox"/>	AM forwarding	Forward	All calls	Primary	Edit
<input checked="" type="checkbox"/>	PM Forwarding	Forward	All calls	Any Number	Edit

Add When to Forward

Add When Not to Forward

步骤 11选择Save.

Auto Attendant

您必须拥有按如下方式工作的自动总机：

- 在工作时间：系统会播放“Auto Attendant (自动总机)”菜单。
- 非工作时间 (下午5:00至次日上午9:00)：传入呼叫路由到特定用户的语音邮件。

实现此目标的最佳方法是创建选择性转发，类似于之前的呼叫队列示例。



注意：自动总机已配置计划。您必须确保选择性呼叫转移计划不会重叠。

步骤1: 在自动总机中，选择Schedule。

AA Cisco PSTN test ✕

Overview

Enable Auto Attendant

General Settings Manage >

Phone Numbers 1713 or +12093081713 >

Call Forwarding Disabled >

Dialing Options Organization >

Business Hours Auto Attendant

Schedule New schedule >

Menu Manage >

Greeting Default Greeting >

After Hours Auto Attendant

Menu Manage >

Greeting 1661978417587.wav >

在本示例中，时间安排设置为星期一至星期五，时间为上午9:00至下午5:00。

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 all the remaining 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


安排

您必须为此示例创建两个计划：

- 下午：下午5:01至11:59。这是“PM转发”。
- 下午，涵盖营业时间之前的时间：上午12:00至上午8:59。这是“AM转发”。

步骤1:您必须导航到Location of the Auto Attendant并选择Scheduling。

 Cisco PSTN test  ×

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

Overview

Main Number +12093081713 >

PSTN Connection Cisco PSTN - Cisco Calling Plans (US): [Manage](#)

Emergency Calling

Emergency Callback Number ⚠ Location main number >

Emergency Location Identifier eli >

Emergency Call Notification Off >

Enhanced Emergency Calling ⚠ Off >

Call Settings

Scheduling >

Voicemail >

第二步：选择Add Schedule并创建PM转发计划。

Cancel

Save

Schedule Name

Enter a name to identify the schedule.

PM 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

Monday

🕒 5:01 PM



to

🕒 11:59 PM



Tuesday

🕒 5:01 PM



to

🕒 11:59 PM



Wednesday

🕒 5:01 PM



to

🕒 11:59 PM



Thursday

🕒 5:01 PM



to

🕒 11:59 PM



Friday

🕒 5:01 PM



to

🕒 11:59 PM



Saturday



注：切勿重叠。当AA计划于下午5:00结束时，您必须在下午5:01开始。

第三步：选择Save。

第四步：创建AM计划，时间为上午12:00到上午8:59。

Cancel

Save

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

Monday

12:00 AM



to

8:59 AM



Tuesday

12:00 AM



to

8:59 AM



Wednesday

12:00 AM



to

8:59 AM



Thursday

12:00 AM



to

8:59 AM



Friday

12:00 AM



to

8:59 AM



第五步：选择 Save.

注意：如果呼叫转移的日程选择性（对于后小时）在上午8:59结束，则在08:59之后发出的呼叫（例如，上午08:59:01）不会触发呼叫转移，而是将呼叫路由到工作时间。

呼叫转移选择性

将安排分配给自动总机呼叫转移选择性。

步骤1:导航到Auto Attendant（自动总机），然后选择Call Forwarding。

AA Cisco PSTN test



Overview

Enable Auto Attendant 

General Settings Manage >

Phone Numbers 1713 or +12093081713 >

Call Forwarding Disabled >

Dialing Options Organization >

Business Hours Auto Attendant

第二步：启用它并选择Selective Forward Calls。

AA Cisco PSTN test

Cancel

Save

Call Forwarding

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



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

第三步：选择您需要将呼叫转接到的用户，并选中Send to voicemail选项，这样呼叫会直接转到语音邮件。

第四步：添加计划AM Forwarding并选择之前创建的计划。

第五步：未选择Holiday计划（否则，必须创建特定于Holidays的新规则）。

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

Cancel

Save

第六步：添加PM计划。

步骤 7.未选择Holiday计划（否则，必须创建特定于Holidays的新规则）。

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
		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

Cancel

Save

步骤 8 自动总机计划设置如下图所示：

Call Forwarding

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



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	Actions
<input checked="" type="checkbox"/>	AM Forwarding	Forward	All calls	Primary	Edit
<input checked="" type="checkbox"/>	PM Forwarding	Forward	All calls	Any Number	Edit

[+ Add When to Forward](#)

[+ Add When Not to Forward](#)

假日

为特定节假日选择转发的最佳方式是创建单独的规则。

以下示例与用于自动总机的示例相同。

您希望自动总机呼叫在节假日期间按以下计划转接到另一个号码：

- 在平安夜
- 在11月的最后两周

实现此目标的最简单方法是使用节日计划创建选择性转发。

安排

步骤1: 导航到自动总机位置并创建假日安排。选择Scheduling。

MXC Test
United States
Location ID: e2d8e222-0d57-4ee4-8988-1b3a643d8468

Overview

Main Number +12025550138 >

PSTN Connection Cloud Connected PSTN - Intelepeer (US non-integrated): [Manage](#)

Emergency Calling

Emergency Callback Number ⚠ Location main number >

Emergency Location Identifier eli >

Emergency Call Notification Off >

Enhanced Emergency Calling ⚠ Off >

Call Settings

Scheduling >

Voicemail >

Voice Portal >

第二步：点击添加计划。

第三步：将节假日计划命名为，并选择类型为Holiday。

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

Cancel Save

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

第四步：创建圣诞节，然后选择全天和按日期。

Schedule

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

Event Name ▲	Repeat	Start time	End time	Actions
				Edit

Holiday name: × Recurrence: ▼ All Day

By ▼ On of ▼

Holiday Duration ⓘ

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

From × to ×

注意：在此示例中，您选择每年重复。但是，如果在此字段中使用Recurrence或None，则功能运行良好。

第五步：点击保存。

第六步：根据相同的计划为11月的最后两周创建假日。

Cisco PSTN test ✎ ×

United States
Location ID: 380ee403-ec07-4da0-b233-bfd602ee2db7 📄

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

Schedule Name

×

Schedule Type

Schedule

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

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

步骤 7.选择要使用的日期。在本例中，11月21日至11月30日涵盖“11月的最后两周”。

Schedule

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

Export

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

Holiday name

November holiday

Recurrence

None

All Day

Holiday Duration



From Nov 21, 2022 12:00 AM to Nov 30, 2022 11:59 PM

Cancel

Save

11 : 59 PM

步骤 8 点击保存。

步骤 9 该图显示了此结果：



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.

Export

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

Add New Event

呼叫转移选择性

将安排分配给自动总机呼叫转移选择性。

步骤1:导航到Auto Attendant (自动总机)，然后选择Call Forwarding。

AA Cisco PSTN test



Overview

Enable Auto Attendant 

General Settings Manage >

Phone Numbers

1713 or +12093081713 >

Call Forwarding Enabled >

Dialing Options

Organization >

Business Hours Auto Attendant

第二步：由于您创建了PM和AM规则，因此您可以单击Add When to Forward为Holiday创建新规则。

o

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 schedules or preference.







- 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	Actions
	AM Forwarding	Forward	All calls	Primary	Edit 
	PM Forwarding	Forward	All calls	Any Number	Edit 

 Add When to Forward

 Add When Not to Forward

第三步：选择Every Day All Day以及您为位置创建的Holiday Schedule。

Add When to Forward

Call Forwarding Selective Details

Rule Name

Holiday

When To Forward

Calls will be forwarded according to the schedule set here.

Business Hours Schedule

Every Day All Day

Holiday Schedule

Holiday

Schedule

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

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

Calls To

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

Select a number

Cancel

Save

第四步：您必须验证假日安排是否正确：

Holiday Schedule

Holiday

Schedule

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

第五步：Click Save.

现在，自动总机不仅在下午(Afterhours)和特定节假日(Holidays)都有一个转发选择。

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 schedules or preference.



Always Forward Calls

Selectively Forward Calls

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

Q +12096995310 X

Send to voicemail

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

Add When to Forward

Add When Not to Forward

相关信息

- [在Control Hub中管理自动总机](#)
- [管理控制中心中的寻线组](#)
- [在Cisco Webex Control Hub中创建和配置计划](#)
- [思科技术支持和下载](#)

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