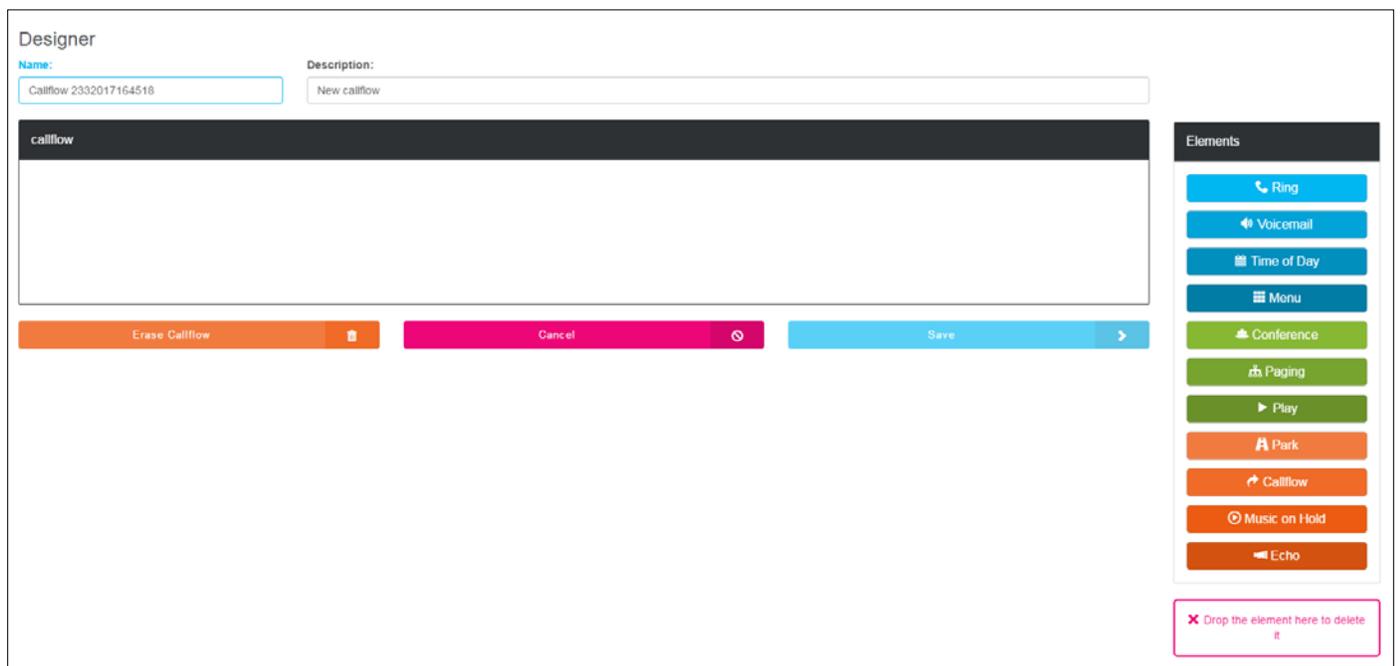


# Divert your calls to another number

In circumstances where you need to redirect your business numbers to another a number you can do so quickly and easily through the Blueface UC Portal.

## 1. To divert your calls to another number

- a) Go to the 'Call Flow' section on your UC Portal account.
- b) Click 'Create New Flow'
- c) The 'Call Flow Designer' will open showing the list of 'Elements' on the right



- d) Label the 'Call Flow' with a 'Name' and 'Description' that will allow you to recognise the call routing at a glance. It is useful to use the extension number and the purpose of the call flow in the name and description

**Designer**

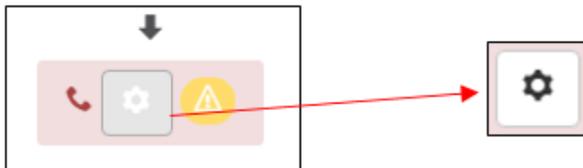
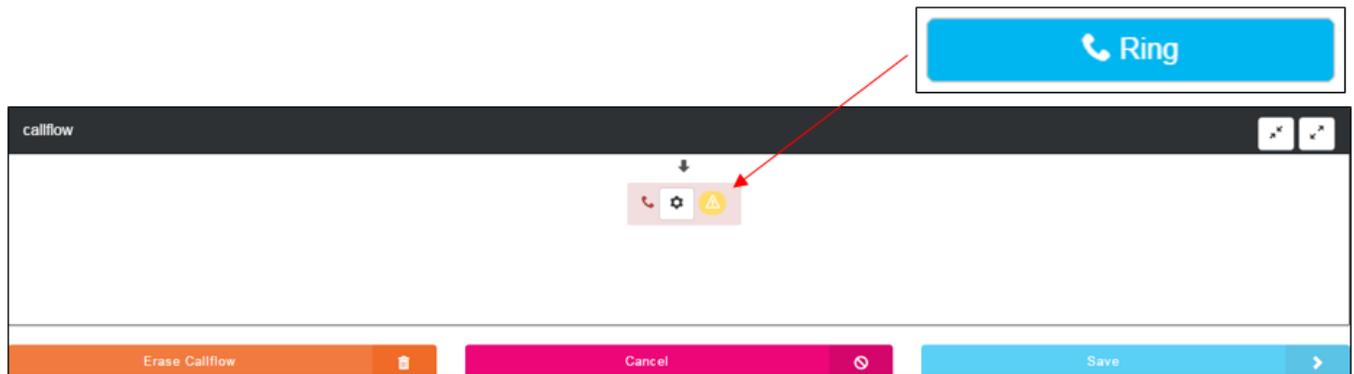
**Name:**

**Description:**

**Name:** Extension and Call Flow function.

**Description:** Call Flow Purpose.

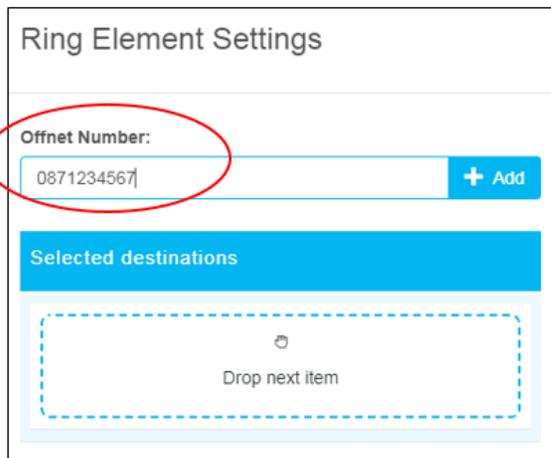
e) Drag the 'Ring' element to the centre of the 'Designer' screen



f) Click on the 'Settings' icon on the 'Ring' element

g) A pop up will open showing 'Ring Element Settings'

- h) To divert the calls to another click 'off-Net' and enter the external number or extension you wish to divert calls to

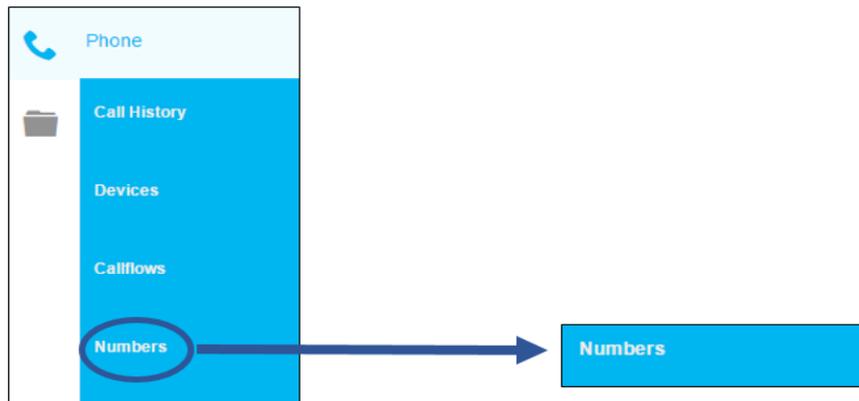


The screenshot shows the 'Ring Element Settings' interface. The 'Offnet Number:' field is highlighted with a red circle and contains the text '0871234567'. To the right of the input field is a blue '+ Add' button. Below the input field is a section titled 'Selected destinations' which is currently empty and contains a dashed box with a trash icon and the text 'Drop next item'.

- i) Click 'OK' at the bottom right to save your settings  
j) The 'Ring' element will turn blue to indicate it is complete

## 2. Link the 'Call Flow' to a 'Number'

- a) Go to the Main Menu on the left of the screen  
b) Select 'Phone' then 'Numbers'



- c) The list of numbers for your account will show  
d) Click the 'Edit' button on the right of the number you wish to link to this 'Call Flow'



1001	Internal	1001 Call Jennifer		
1002	Internal	 Not set		

The screenshot shows a list of numbers. The 'Edit' button (a blue square with a white pencil icon) for the number 1002 is circled in red. A red arrow points from this button to a larger, separate version of the same 'Edit' button on the right.

- e) The 'Number Details' pop up will open

- f) Enter the 'Call Flow' name in the search box or click the 'Search' icon to select the 'Call Flow' from the dropdown list

Number Details

Number: 1002

Comment:

Callflow: 1002 Call Jack

Delete Cancel Save

- g) Once you have selected the 'Call Flow' click 'Save' on the bottom right

1002 Internal 1002 Call Jack

- h) The 'Number' is now linked to 'Call Flow' and will follow this route when dialled



*Repeat the above steps to create calls flows for each direct dial or extension number as required.*