

RINGCENTRAL APP: SETTING UP CUSTOM ANSWERING RULES FOR YOUR EXTENSION

Custom Answering Rules is a feature in the RingCentral app, which performs specific call handling actions based on your defined conditions. This saves you time and effort in reconfiguring the standard call handling settings, just to meet specific conditions.

Example: Forwarding your extension's incoming calls directly to your voicemail during your lunch breaks or holidays.

Note: You may need additional permissions from your account's administrator to be allowed to configure your Custom Answering Rules.

1. Access your RingCentral Online Account's **My Extension** view.
2. Click **Settings**.
3. Click **Call Handling & Forwarding**.
4. Select **Custom Rules**.
5. Click **Add Rule**.
6. Type your preferred Custom Answering Rule name.
7. Click **Next**.

The screenshot shows the RingCentral app interface for a user named 'Happy Panda' with extension '(719) 2...'. The top navigation bar includes 'My Extension' (1), 'Support', and 'Log Out'. The left sidebar shows 'Settings' (2) selected. The main content area is divided into sections: 'User Details', 'Phones & Numbers', 'Screening, Greeting & Hold Music', and 'Call Handling & Forwarding' (3). Under 'Call Handling & Forwarding', 'Custom Rules' (4) is selected. The 'Custom Answering Rules' section includes a description and a '+ Add Rule' button (5), along with 'Apply Template' and 'Validate Rules' buttons. Below this is a table with columns for 'Active', 'Name', and 'Actions'. The table contains one row for 'Out of Office' with a toggle switch and 'Edit', 'Delete', and 'Save as Template' links.

RingCentral App | Setting Up Custom Answering Rules for Your Extension

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Custom Answering Rule

1 Name Rule 2 Define Conditions 3 Define Call Handling

Enter a descriptive name for the rule.

Your Rule Name

My Rule 1

Next

8. Select your preferred condition/s for your Custom Answering Rule, you can select multiple conditions simultaneously.
 - a. **Caller ID** – Configures call handling behavior based on the incoming caller ID. You can specify complete numbers or use partial numbers such as country codes or area codes.
 - b. **Called Number** – Configures call handling behavior based on the phone number that the caller dialed.
 - c. **Date and/or Time** – Configures call handling behavior based on date and/or time ranges.
 - d. **NOTE:** *Custom Answering Rules are applied before your User Hours and After Hours call handling rules.*
9. Click **Next**.

Happy Panda (719) 225-1205 Admin Portal Support Log Out

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Custom Answering Rule

✓ Name Rule 2 Define Conditions 3 Define Call Handling

Caller ID None a

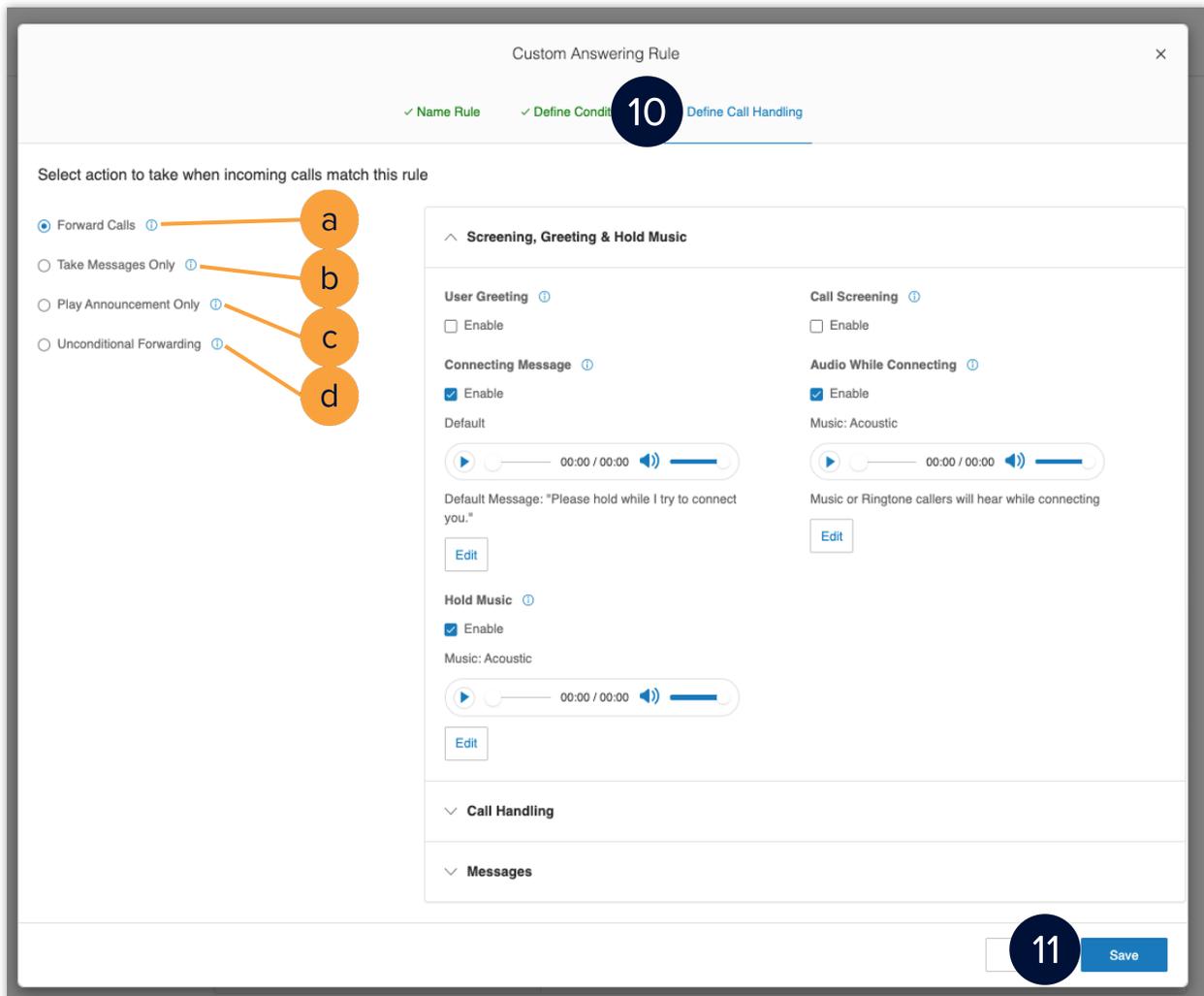
Called Number None b

Date and/or Time None c

Next

10. Select your preferred condition/s for your Custom Answering Rule, you can select multiple conditions simultaneously.
 - a. **Forward Calls** – Forwards your calls to a single or multiple phone number in a specific order and have your RingCentral greeting and voicemail settings apply.
 - b. **Take Messages Only** – Sends all callers to voicemail.
 - c. **Play Announcement Only** – Plays a pre-recorded announcement and end the call afterward.
 - d. **Unconditional Forwarding** – Unconditionally forwards a call to a specific phone number, none of your RingCentral greetings, voicemail, or other call handling settings apply once the call has been forwarded.

11. Click **Save**.



After completing this process, your Custom Answering Rule displays in the **Custom Rules** tab. You may edit, delete, or save the rule as a template.

QUICK TIP: Click **Validate Rules** to check if your Custom Answering Rules overlap or conflict with another rule. For Custom Rules with conflicts, you may edit, delete, or temporarily disable any conflicting rules.

