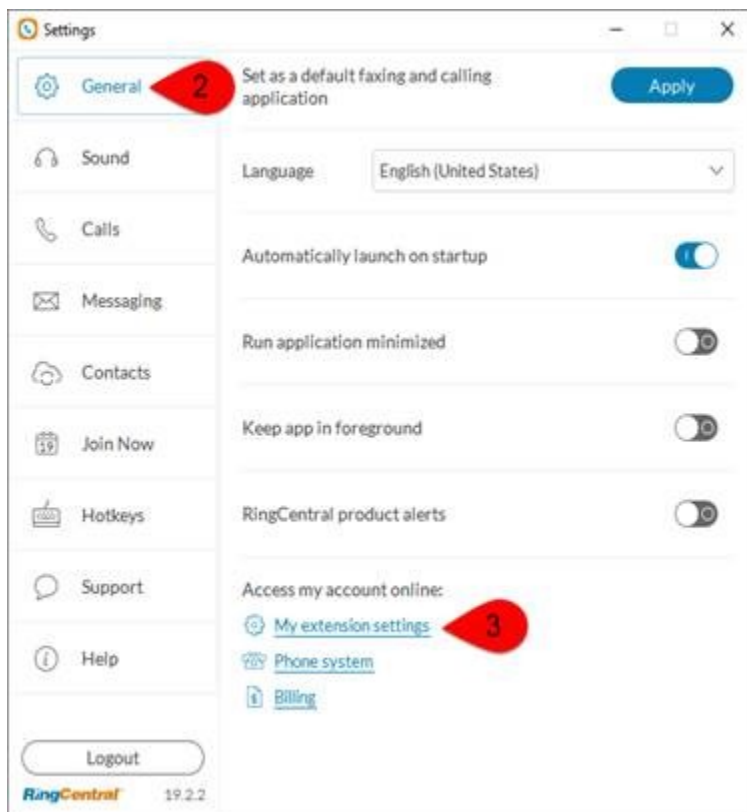


Create an Out of Office Message in RingCentral

If you will be going on vacation, or wish to create a customized message that will only be used for a limited time, you can create a custom Call Handling rule.

Go to your RingCentral Extension Settings...



Call Handling & Forwarding > Advanced > Add Rule >



Give the rule a name



Select the Date and/or Time check-box (for this scenario > click Next > Choose the time/date range > Click the Next buttons.

Date and/or Time

Date and/or Time rules apply based on a time of the day and week every week, or on a specific date range.

Select When This Rule Should be Active:

Weekly Schedule Specific Date Range

From: 07/19/2019 12:00 AM To: 07/19/2019 11:59 PM

Next

and you'll see the following window, where you can choose your preferred option: [Take a message](#) or [Forward to a Call Queue](#)

Take a Message

Custom Answering Rule

✓ Name Rule ✓ Define Conditions 3 Define Call Handling

Select action to take when incoming calls match this rule

Forward Calls Take Messages Only Play Announcement Only Unconditional Forwarding

Take Messages

Enable

Voicemail Greeting: Default

Message Recipient: Ext. 41520, This extension

00:00 / 00:00

Edit

Select Extension

Back Save

Forward to a Call Group

If you rather connect the call directly to a group (for example the Registrar),

Select Forward > uncheck "Enable" next to "Take a message" > Select "Connect directly to Group" and then "Select group." Choose which group you would like calls forwarded to and click "Done" and "Save."

Select action to take when incoming calls match this rule

- Forward Calls ⓘ 14
- Take Messages Only ⓘ
- Play Announcement Only ⓘ
- Unconditional Forwarding ⓘ

Screening, Greeting & Hold Music

Call Handling

Messages

Take Messages

Enable 15

How To Handle Missed Calls

16 Connect directly to Group

Group

Ext. 1600, Registrar

17 Select Group

18

Save