

One Net Business - Call Forwarding for Public Holidays



If you have normal closed hours set up already, these rules will overrule any calendar based call forwards that you create specifically for public holidays.

If you are normally closed on a Tuesday night between 5PM and 9AM the following morning and have a structure already in place for this in your One Net Business system, at 5PM the system will follow that rule until 9AM the following morning, even if you have put calendar-based call forwards in place.

Two Options:

- 1 - Put a calendar-based call forward in place during your normal opening hours and leave the normal closed hours in place. If somebody calls the specific number during working hours on a day that you are closed for Christmas, they will reach your Christmas structure. If they call during your normal closed hours they will route to the normal Closed Hours structure.
- 2 - If you want all calls to go to a specific Christmas structure at all times, you would need to disable your normal closed hours and then create a specific calendar based call forward for the whole period. Once Christmas is over and you want to return to normal structures, you would need to then re-enable/create your normal closed hours structure once again.

Set-up a Calendar Based Call-Forward in your Customer Portal.

- Identify the number(s).
- Enter the Customer portal and select **Management**.
- If the number is an auto attendant number (e.g. press 1 for X, press 2 for Y) or if the number is a Multi User Hunt Group (e.g. incoming call rings multiple users in a group), select **Numbers**.
- Select **Company Numbers Management** and **View All**. You will see a list of numbers that are relevant to Hunt Groups or Auto Attendant and not individual Users.
- Click the relevant **Hunt Group** name and number or **Auto Attendant** name and number that you want to place a setting on.
- Scroll to **Manage Regular Features** and click the button.
- Scroll down to **Call Forwards** and click **View More**.
- Scroll to **Advanced Call Forwards** and select **Calendar Based New Call Forward**

To forward calls between certain hours on Christmas Eve and be closed for full days over the holidays, this will require two rules.

Repeat these steps using the options below:

- A. For a part day, select **Specific Day** entering the day and the frequency from the drop-down. Then move down to **Day Time** and select the appropriate hours.
 - B. For full days, select **The Following Time Period** and use the calendar to select the start and end dates. Then move down to **Day Time** and select **All Day**.
- When complete, select **Next** where you will be given the **Forward To** options.
 - Enter or search the number that you want all calls diverted to. If you select an alternative number on the account, calls will route to that number. To forward a call to voicemail, select **Forward to Voicemail** on the number you are programming to have a call forward rule.
 - Select **Next**. A summary page will then be shown. If everything is correct, select **Create Call Forward** to activate the rule.
 - If you have selected calls to forward to another number on the account, make sure you configure the voicemail greeting of this number to reflect the message that you want to present.



If you have any emergency issues with your One Net system please note the following support available. You may need to have the information necessary to clear any security questions on the Account. If required this will be Full Name on the account, First line of the address and post code on the Account, two numbers from the Account, sort code of the bank account paying the bills or the last two bill amounts:

- Christmas Day, Boxing Day and New Years day please dial 01636 616281 for Emergency support.
- Between hours of 6AM and 8AM from the 24th December through to the 2nd January and all day on Sunday 30th December dial 01636 616281 for Emergency support.
- Between the hours of 9:30AM and 4:30PM on the 27th and 28th December please call 01603 706777 (Onecom).
- If in doubt please call 03333 040 048 and if support is not available then please dial 01636 616281.