

# Passing Call to an Un-Scheduled Provider

## Overview:

Call schedules are updated monthly in Ring Central. This document details the necessary steps to pass call to a backup provider in the event a scheduled provider is unable to monitor the line for urgent calls and messages.

## Background:

When a caller indicates they wish to speak to the on-call provider, Ring Central (RC) first causes the Ring Central Phone App (RCPA) installed on a smart phone to ring. **Any provider logged into RCPA will see a call coming in during this period.** If after thirty seconds there is no answer from the RCPA the call will be passed to the **scheduled** provider's physical cell phone number. If the call remains unanswered, the caller is sent to the on-call voicemail.

## For the Scheduled On-call Provider:

During the normally scheduled call window RC will continue to forward calls to RCPA, followed by the assigned cell number for the scheduled on-call provider. Logging out of RCPA will prevent a phone from ringing during the initial call segment. If the call is not answered, the number associated with the scheduled on-call provider's phone will continue to ring. To prevent calls from ringing to the assigned provider's phone, follow the steps outlined below.

### Please note:

- 🔴 Deactivated schedules must be re-activated, even if a scheduled provider's call is completed by a backup provider.
- 🔴 A backup provider **MUST connect to RCPA** to receive calls, a physical cell phone **will not ring** when an active schedule is disabled.

## Turning Phone On/Off for a Scheduled Provider:

- 1) Log into RCPA
- 2) Tap the cardinal icon in the upper-left corner of the screen
- 3) Tap "Extension Settings"
- 4) Tap "Call Handling & Forwarding"
- 5) Tap "Advanced"
- 6) Tap the name for the scheduled on-call provider
- 7) Tap the toggle in the "Custom Rule" section
  - 🔴 Active rules are a dark-blue oval with a white circle on the right
  - 🔴 Inactive rules are a white oval with a white circle on the left
- 8) Tap Save
- 9) Tap Cancel, then <, then ←

**\*\*\*Deactivated schedules must be re-activated\*\*\***

## For the Backup On-call Provider:

The Backup Provider **MUST be logged into RCPA** to receive calls and notifications of new messages left while covering for the Scheduled On-call Provider. If this is not possible, please contact Adam Klinger to have calls routed to an alternate destination. Unless otherwise notified, log out of RCPA when done covering for the scheduled on-call provider to prevent continued notification of incoming calls and voicemail.