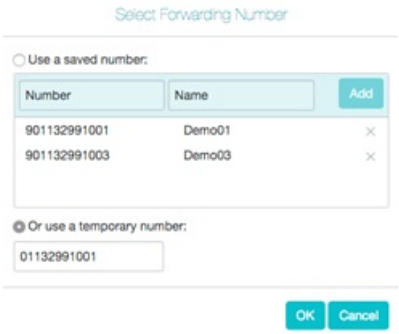
Selecting Forwarding Numbers and Creating Caller Lists

Many settings in Business Call Manager allow you to create a list of callers or enter a call forwarding number. The interface for doing this will be the same for each service that you are configuring.

Selecting Forwarding Numbers

Many BCM settings require you to click a link to enter a call forwarding number. You can create a single list of call forwarding numbers that can then be used every time you want to configure a service that uses one of these numbers. The first time you click on one of these links, you will see a pop-up explaining the benefits of creating this forwarding number list.

Select Forwarding Number

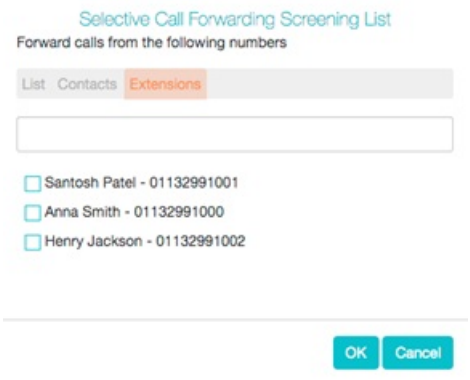


- To add a number, enter the Number and Name in the input boxes, and click Add.
- To delete a number from the list, click x alongside the entry.
- When configuring a call forwarding service, either select the number in the list that you want to use or enter a temporary number, and then click **OK**.

Creating Caller Lists

Many BCM settings require you to create a list of callers to whom the call forwarding behavior will apply. You will create a different list for each call service but the method of compiling the lists is the same for all services.

Caller List example



- You can add someone to a list by typing their number in the input box and clicking **Add New**.
  - If you know someone is in your contact list, you can simply enter their name or number in this input box to search for them in your Contacts. BCM will display matches as they occur.
- You can delete a number by clicking the trash icon on the right, or select **Clear List** if you want to remove all the numbers currently on the list.
- You can also select people directly from your Contact or Extensions lists by clicking those links and ticking the checkbox(es) alongside the entries you want to include.
- You will see the warning icon if you add a caller to a list that would create interaction conflicts with other lists.
  - Click on the icon to see why there is an issue.
  - You can choose whether or not to resolve the issue, for example by deleting the contact from the conflicting list. However, if you do not resolve it, then unexpected call handling behavior may occur.

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