



Inbound Call Routing

How a call reaches the right person — and what you need set up first

Phone Numbers

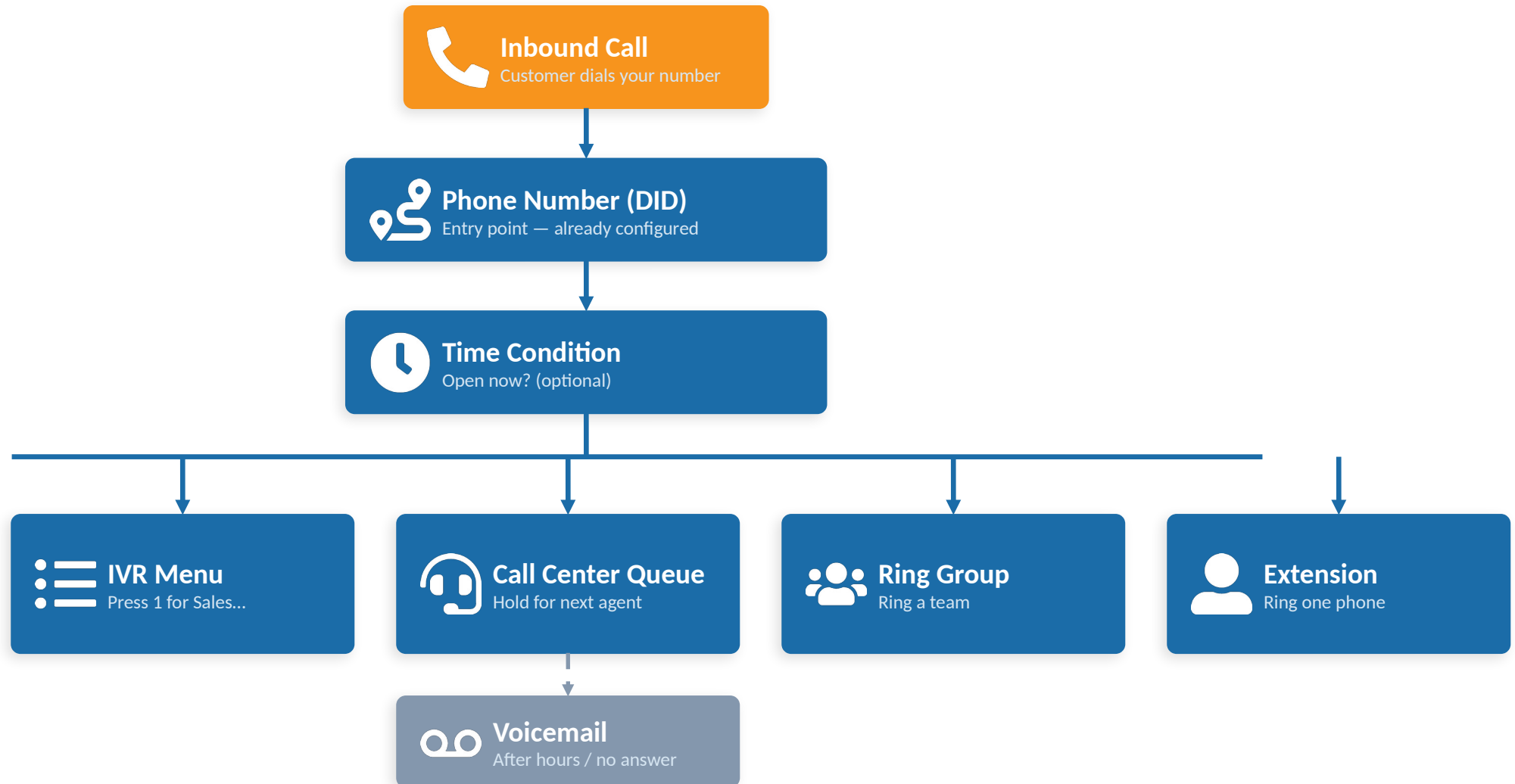
Time Conditions

Call Flows

IVR Menus

Call Center Queues

How an Inbound Call Travels



The Routing Chain

1



Phone Number (DID)

The public number a customer dials. You point it at the FIRST stop in the chain.

2



Time Condition

Checks if you're open. In hours → main route. Out of hours → voicemail or night menu. (Optional but recommended.)

3



Call Flow

A manual Day / Night switch staff can toggle from a phone (e.g. close early). (Optional.)

4



Destination

Where the call lands: IVR Menu, Call Center Queue, Ring Group, or a single Extension.

What Must Exist First

ALREADY DONE



Extensions

Internal phone lines for each employee



Phones | APP | Devices

Desk phones and mobile apps provisioned



Phone Numbers

Your inbound DIDs are in the system

NOW CONFIGURE

1

Time Condition

Set business hours (optional)

2

IVR Menu

Auto-attendant: "Press 1 for..."

3

Call Center Queue

Hold callers for the next agent

4

Point the DID

Route your number to the first stop

Setting Up an IVR Menu

An IVR (auto-attendant) greets callers and lets them choose where to go. Before it can work, prepare:

Greeting recordings

Record or upload a Greet Long + Greet Short (16-bit, 8 kHz mono WAV). Tip: dial *732 to record from a phone.

Destinations ready

Each menu option needs somewhere to go — an Extension, Ring Group, Queue, or Voicemail must already exist.

A menu plan

Decide the keys: e.g. 1 = Sales, 2 = Support, 0 = Operator. Keep it to 5 options or fewer.

Timeout & exit

Set Timeout (e.g. 5000 ms), Max Failures / Max Timeouts, and an Exit Action (operator or voicemail).

PREREQUISITES

Setting Up a Call Center Queue

A Queue holds callers in line until an agent is free — ideal for support teams. Before creating one, prepare:

Agents defined

Each agent needs an Agent ID (usually their extension, e.g. 4023) and a Contact route. Add them under Call Center > Agents.

A distribution strategy

Choose how calls spread: Longest Idle Agent (common), Ring All, Round Robin, or Random.

Tiers (optional)

Group agents into Tier 0 (primary) and Tier 1 (backup) so overflow rolls to the next group.

Caller experience

Set a Greeting, Music on Hold, and optional position announcements.

Timeouts & failover

Set Max Wait Time and a Timeout Action (voicemail, another extension, or callback).

PREREQUISITES

Setting Up a Time Condition

A Time Condition routes calls differently depending on the time — e.g. open hours vs. after hours. You'll need:

Your schedule

Know your open days & hours (e.g. Mon–Fri, 08:00–17:00).

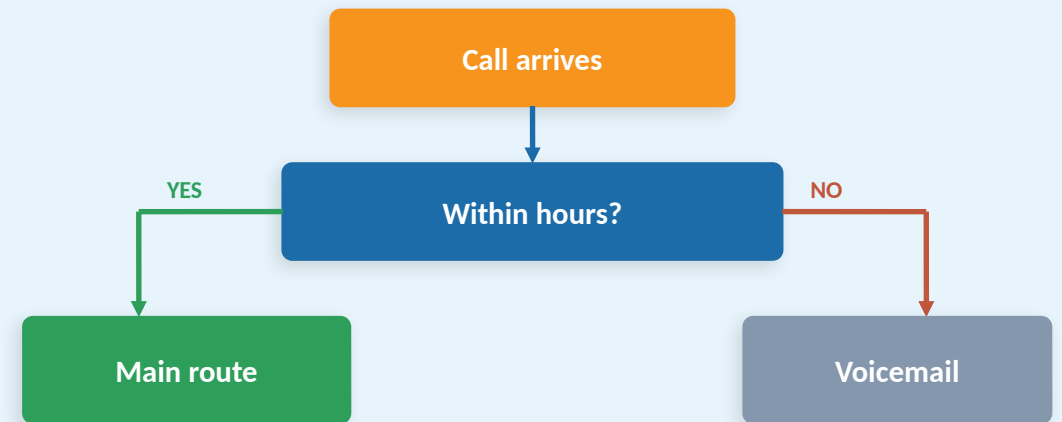
Match destination

Where calls go in hours (e.g. your IVR or Queue) — must exist first.

No-match destination

Where calls go out of hours (e.g. after-hours voicemail or night IVR).

How it decides

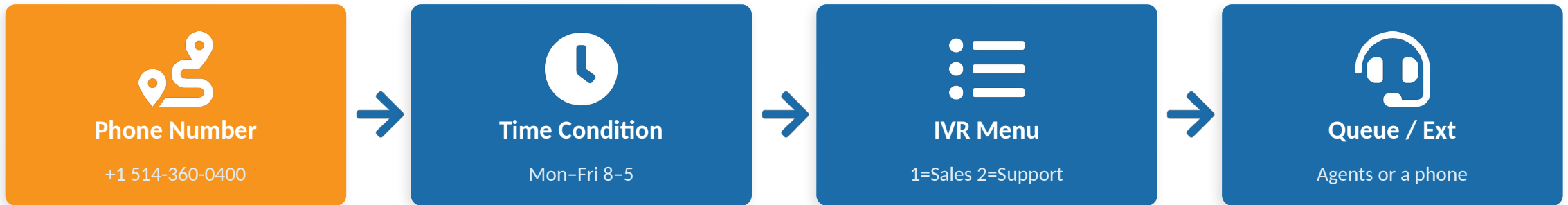


Tip: disable the Time Condition to force all calls to the after-hours route — handy for holidays.

WORKED EXAMPLE

A Recommended Setup

A typical small support line, end to end:



Out of hours: the Time Condition sends callers straight to voicemail or a night greeting — no agent needed.

Build order: destinations first (Extensions, Queue, IVR) → Time Condition → then point the Phone Number at the first stop.



Quick Recap

- ✓ A call follows a chain: Number → Time Condition → (Call Flow) → Destination.
- ✓ Build the destination FIRST (Extension, Ring Group, IVR, or Queue), then route to it.
- ✓ IVR needs greetings + a menu plan + valid destinations for each key.
- ✓ A Queue needs agents, a strategy, hold experience, and a timeout/failover.
- ✓ A Time Condition needs your hours plus a Match and No-Match destination.