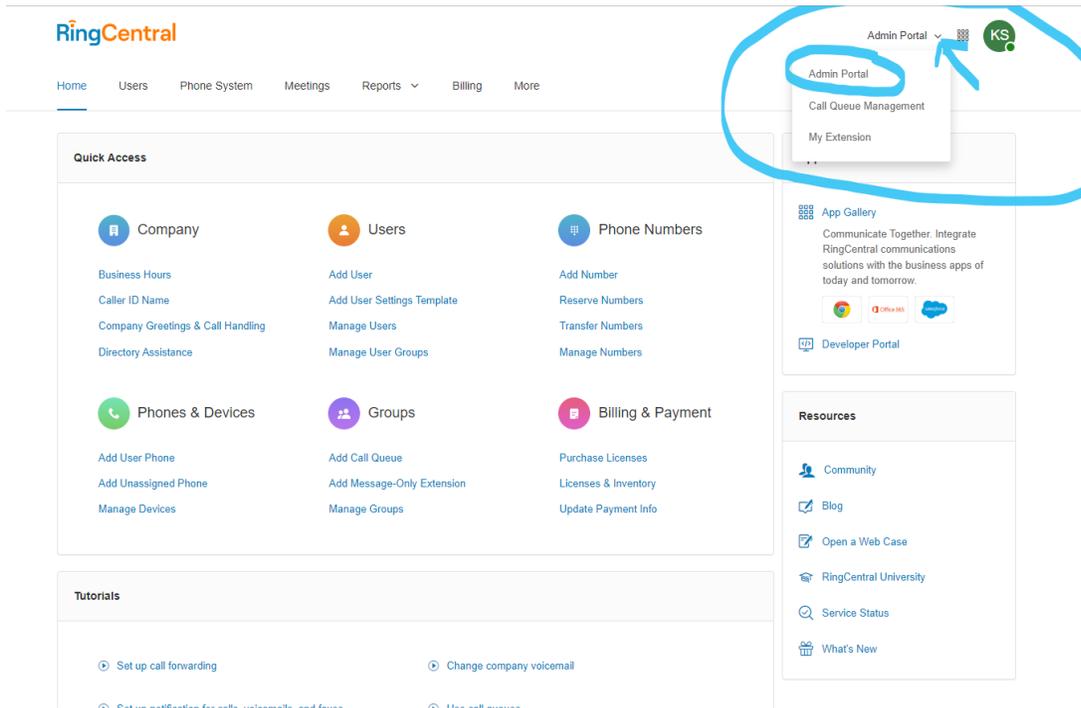


How To- Set up the Ring Central Call Queue

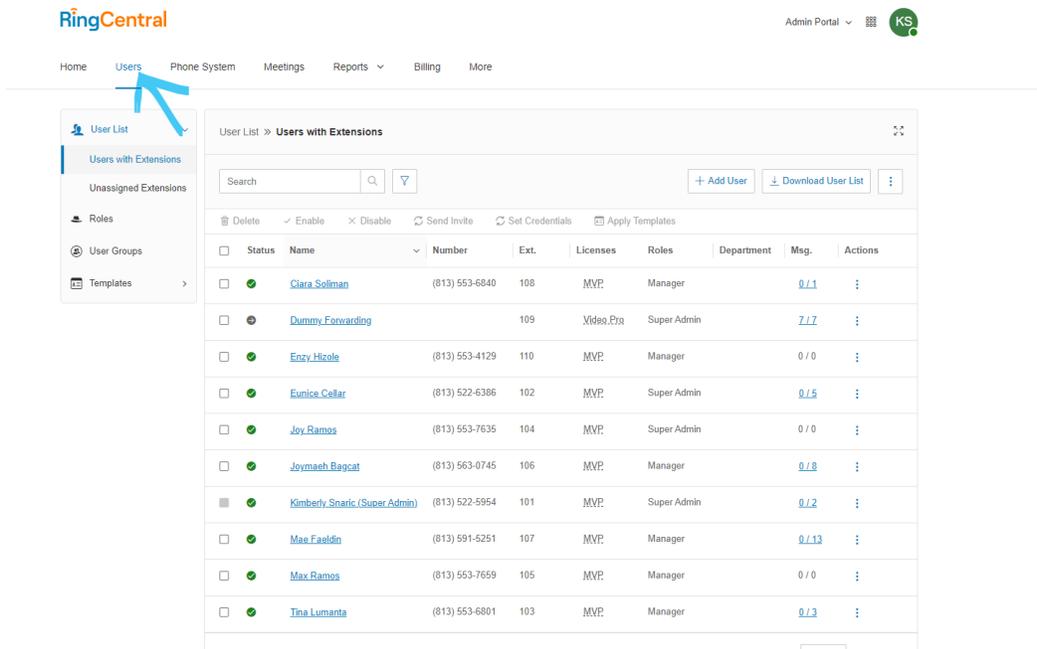
Step 1: Login to Ring Central

Step 2: Make sure you are in the Admin Portal

In the upper right-hand corner of the page, click the arrow seen in the image below and click on Admin Portal



Step 3: Click on Users on the top panel to the right of the Home button



Step 6: Inside the Call Forwarding and Voicemail menu, click on Custom Rules

Home Users Phone System Meetings Reports Billing More

User List
Users with Extensions
Unassigned Extensions
Roles
User Groups
Templates

Phones & Numbers

Screening, Greeting & Hold Music

Call Forwarding and Voicemail

Work Hours After Hours **Custom Rules** Settings

Schedule: These rules will apply 24 hours, 7 days a week. [Edit Schedule](#)

Incoming Calls:
Set how you'd like to answer calls during work hours. [Learn More](#)

Ring in order

Create Ring Group Ungroup Delete

Order	Active	Ring For	Name	Number
1	<input checked="" type="checkbox"/>	Always Ring	My Desktop & Mo...	
2	<input type="checkbox"/>	4 Rings / 20 Secs	Joymaeh Bagcat ...	(813) 563-0745
3	<input type="checkbox"/>	4 Rings / 20 Secs	Mae Faeldin - Ext...	(813) 591-5251
4	<input type="checkbox"/>	4 Rings / 20 Secs	Eunice Cellar - E...	(813) 522-6386
5	<input type="checkbox"/>	4 Rings / 20 Secs	Mae Faeldin - Ext...	(813) 563-9884
6	<input type="checkbox"/>	4 Rings / 20 Secs	Joymaeh Bagcat ...	(813) 723-7443
7	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-638
8	<input type="checkbox"/>	4 Rings / 20 Secs	Kimberly	(813) 522-595

[Add number or coworker](#)

Step 7: Next to My Rule 1, click Edit

Home Users Phone System Meetings Reports Billing More

User List
Users with Extensions
Unassigned Extensions
Roles
User Groups
Templates

Phones & Numbers

Screening, Greeting & Hold Music

Call Forwarding and Voicemail

Work Hours After Hours **Custom Rules** Settings

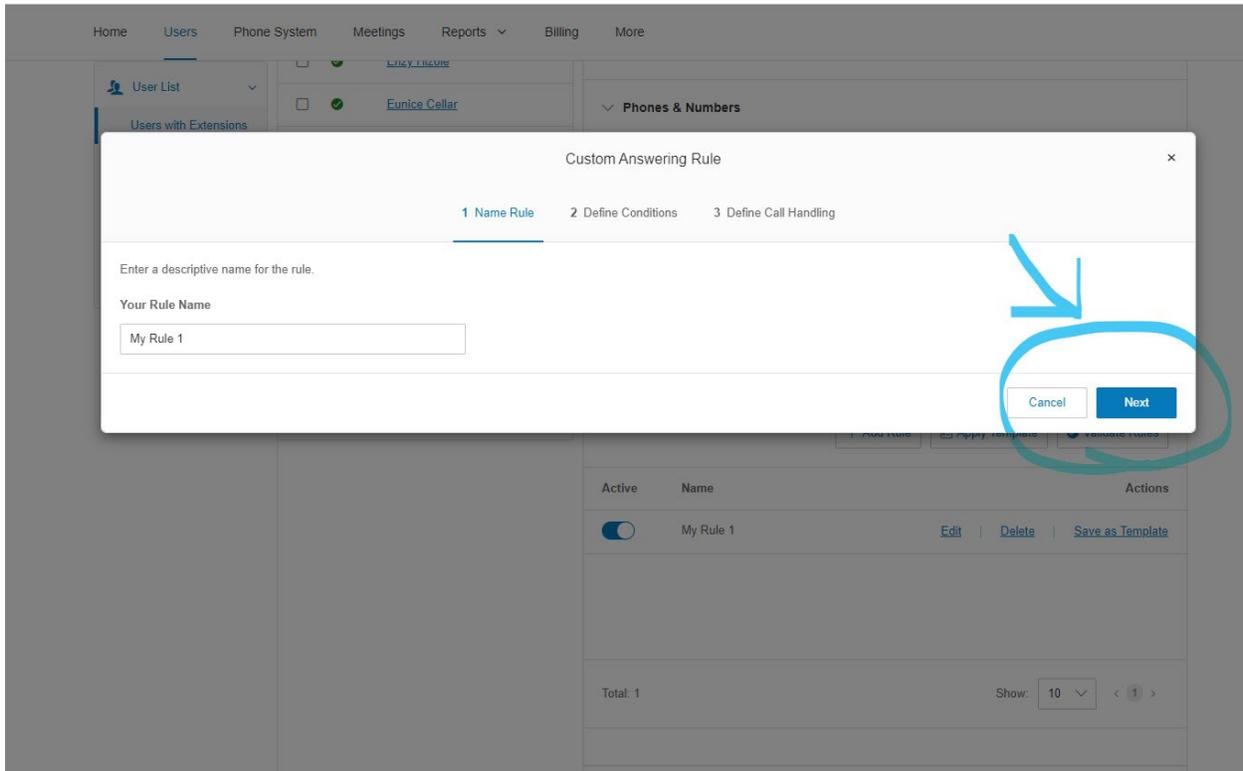
Custom Answering Rules

You can create custom rules for special routing during holidays or specific times of the day (e.g. lunch break) or for special callers. [Learn More](#)

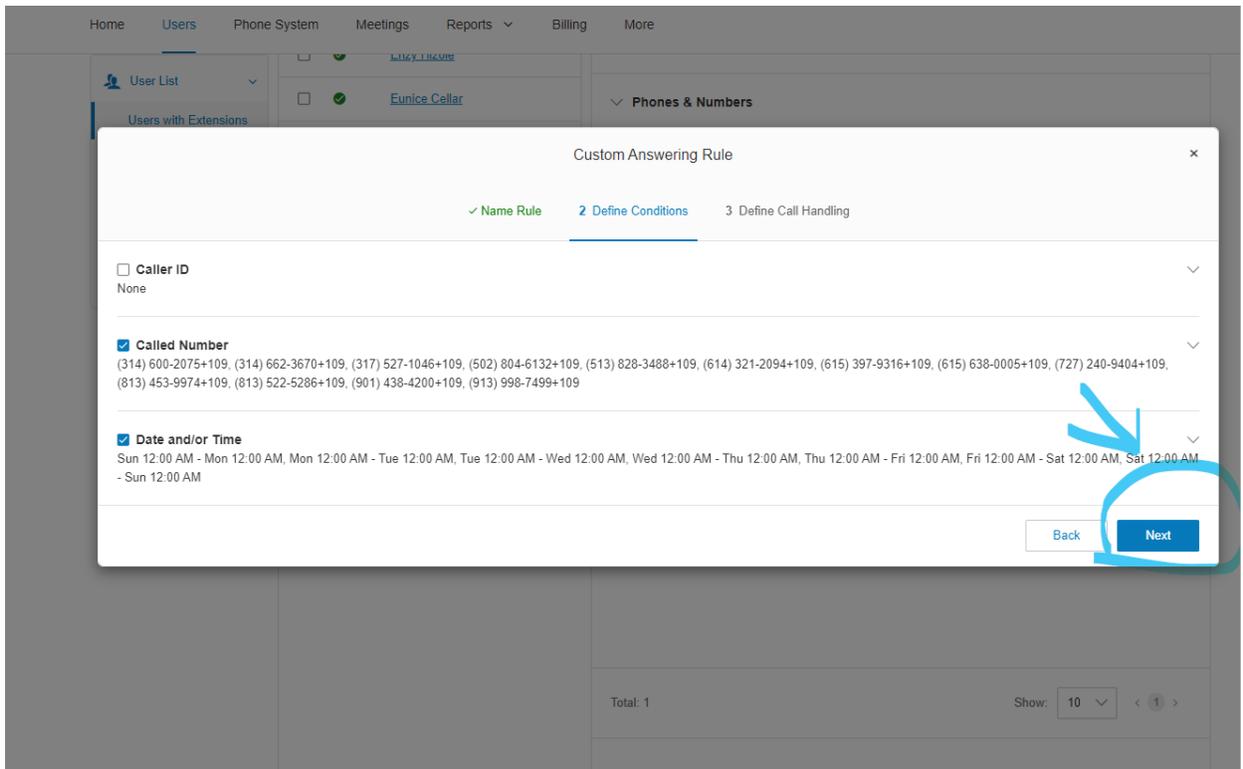
[+ Add Rule](#) [Apply Template](#) [Validate Rules](#)

Active	Name	Actions
<input checked="" type="checkbox"/>	My Rule 1	Edit Delete Save as Template

Step 8: Click NEXT in the 1 Name Rule pop-up box



Step 9: Click NEXT in the 2 Define Conditions pop-up box



Step 10: On the next page, 3 Define Call Handling, Click on Call Forwarding and Voicemail

Select what should happen when incoming call match the rule

- Ring my devices
- Send to voicemail
- Play message and disconnect
- Forward to extension
- Forward to external number

Screening, Greeting & Hold Music

User Greeting ⓘ

Enable

Custom

00:00 / 00:00

[Edit](#)

Call Screening ⓘ

Enable

Connecting Message ⓘ

Enable

Audio While Connecting ⓘ

Enable

Music: Acoustic

00:00 / 00:00

Music or Ringtone callers will hear while connecting

[Edit](#)

Hold Music ⓘ

Enable

Music: Acoustic

00:00 / 00:00

[Edit](#)

Call Forwarding and Voicemail

[Back](#) [Save](#)

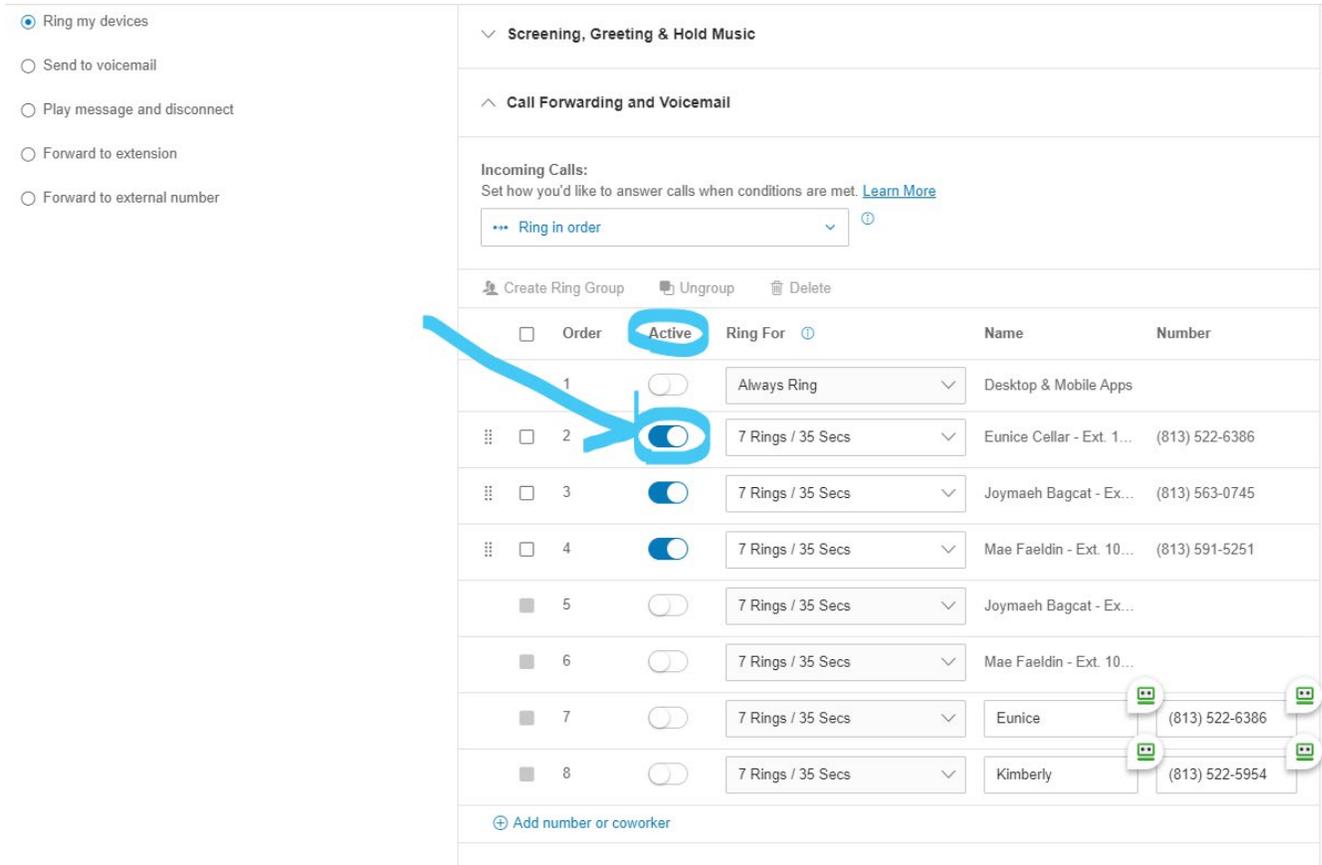
Step 11: Set the Call Queue using the rules below for each of the following needs-

1. Turn on or off someone's line in the call queue
2. Add someone to the call queue
3. Adjust the order of the call queue

1) Turn on or off someone's line in the call queue:

In the Active column circled below, click to turn someone's extension on or off from receiving calls. If it is BLUE, they are receiving calls. If it is WHITE their extension is OFF.

You **must click SAVE** at the bottom right of the page after any changes are made in the call queue.



The screenshot shows a call queue management interface. On the left, there are radio button options for call handling: "Ring my devices" (selected), "Send to voicemail", "Play message and disconnect", "Forward to extension", and "Forward to external number". The main area is titled "Screening, Greeting & Hold Music" and "Call Forwarding and Voicemail". Under "Incoming Calls", there is a dropdown menu set to "Ring in order" and a "Learn More" link. Below this, there are buttons for "Create Ring Group", "Ungroup", and "Delete". The main table lists call queue members with columns for "Order", "Active", "Ring For", "Name", and "Number".

Order	Active	Ring For	Name	Number
1	<input type="checkbox"/>	Always Ring	Desktop & Mobile Apps	
2	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Eunice Cellar - Ext. 1...	(813) 522-6386
3	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	(813) 563-0745
4	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	(813) 591-5251
5	<input type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	
6	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	
7	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-6386
8	<input type="checkbox"/>	7 Rings / 35 Secs	Kimberly	(813) 522-5954

At the bottom, there is a link: "Add number or coworker".

2) Add someone to the call queue:

Click the blue Add number of coworker in BLUE in the bottom left corner

The screenshot shows the 'Create Ring Group' configuration page. At the bottom left, the button 'Add number or coworker' is circled in blue. The table below shows the current members of the ring group.

Order	Active	Ring For	Name	Number
1	<input type="checkbox"/>	Always Ring	Desktop & Mobile Apps	
2	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Eunice Cellar - Ext. 1...	(813) 522-6386
3	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	(813) 563-0745
4	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	(813) 591-5251
5	<input type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	
6	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	
7	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-6386
8	<input type="checkbox"/>	7 Rings / 35 Secs	Kimberly	(813) 522-5954

After you click the Add number or coworker button, it will add a line at the bottom. In the SELECT drop-down menu, click on Coworker

The screenshot shows the 'Create Ring Group' configuration page after clicking the 'Add number or coworker' button. A new row (Order 9) has been added to the table. The 'Select' dropdown menu for this row is open, and the 'Coworker' option is circled in blue.

Order	Active	Ring For	Name	Number
1	<input type="checkbox"/>	Always Ring	Desktop & Mobile Apps	
2	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Eunice Cellar - Ext. 1...	(813) 522-6386
3	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	(813) 563-0745
4	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	(813) 591-5251
5	<input type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	
6	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	
7	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-6386
8	<input type="checkbox"/>	7 Rings / 35 Secs	Kimberly	(813) 522-5954
9	<input type="checkbox"/>	4 Rings / 20 Secs	Select	Phone Number

On the next page, select the team member you would like to add to the call queue. After selecting the team member from the circled first column in the image below, click SELECT at the bottom right of the pop-up box

Note: There are sometimes 2 options for team members, a Ring Central phone app with a phone number to the right of it and a soft phone option. Always select the RingCentral phone all option when there are 2 options for a team member. If you do this and they are not receiving calls, then try the soft phone option.

Select coworker's phone

Select which coworker's phone should receive forwarded calls

Search

	User Name	Phone Name	Phone Number	Ext.
<input checked="" type="radio"/>	Ciara Soliman	RingCentral Phone app	(813) 553-6840	108
<input type="radio"/>	Ciara Soliman	SoftPhone		108
<input type="radio"/>	Enzy Hizole	RingCentral Phone app	(813) 553-4129	110
<input type="radio"/>	Joy Ramos	Softphone	(813) 553-7635	104
<input type="radio"/>	Kimberly Snaric	Softphone	(813) 522-5954	101
<input type="radio"/>	Kimberly Snaric	SoftPhone		101
<input type="radio"/>	Max Ramos	Softphone	(813) 553-7659	105
<input type="radio"/>	Tina Lumanta	Softphone	(813) 553-6801	103
<input type="radio"/>	Tina Lumanta	SoftPhone		103

Total: 9 Show 25 < 1 >

Cancel Select

Legal Privacy
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Next, adjust the “Ring For” time for the User added by clicking the arrow to the right of the box for that user under the Ring For column. Use the following rules to set the time.

# of Users Taking Calls	Ring For Time for each User
1	8 – 40 Secs
2	7 – 35 Secs
3	7 – 35 Secs
4	6 – 30 Secs
5	5 – 25 Secs

Incoming Calls:
Set how you'd like to answer calls when conditions are met. [Learn More](#)

Ring in order

Create Ring Group Ungroup Delete

<input type="checkbox"/>	Order	Active	Ring For ⓘ	Name	Number
	1	<input type="checkbox"/>	Always Ring	Desktop & Mobile Apps	
⋮	<input type="checkbox"/> 2	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Eunice Cellar - Ext. 1...	(813) 522-6386
⋮	<input type="checkbox"/> 3	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	(813) 563-0745
⋮	<input type="checkbox"/> 4	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Ciara Soliman - Ext. 1...	(813) 553-6840
■	<input type="checkbox"/> 5	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	(813) 591-5251
■	<input type="checkbox"/> 6	<input type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	
■	<input type="checkbox"/> 7	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	
■	<input type="checkbox"/> 8	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-6386
■	<input type="checkbox"/> 9	<input type="checkbox"/>	7 Rings / 35 Secs	Kimberly	(813) 522-5954

⊕ Add number or coworker

Click SAVE after your changes are made and you are ready to make them live.
Note- If you do not click save, the changes will not be active and live.

<input type="checkbox"/>	Order	Active	Ring For	Name	Number
<input type="checkbox"/>	1	<input type="checkbox"/>	Always Ring	Desktop & Mobile Apps	
<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Eunice Cellar - Ext. 1...	(813) 522-6386
<input type="checkbox"/>	3	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	(813) 563-0745
<input type="checkbox"/>	4	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Ciara Soliman - Ext. 1...	(813) 553-6840
<input checked="" type="checkbox"/>	5	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	(813) 591-5251
<input checked="" type="checkbox"/>	6	<input type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	
<input checked="" type="checkbox"/>	7	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	
<input checked="" type="checkbox"/>	8	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-6386
<input checked="" type="checkbox"/>	9	<input type="checkbox"/>	7 Rings / 35 Secs	Kimberly	(813) 522-5954

[Add number or coworker](#)

Missed Calls:
Set how you'd like your missed calls to be handled.

Voicemail Greeting
Custom
00:00 / 00:00
[Edit](#)

Select voicemail box
 This Extension (Ext. 109)
 Specific Extension
Ext. 2, Voicemail Center
[Select Extension](#)

[Back](#) [Save](#)

After clicking SAVE, you are done and can return to the main page of the Ring Central website by clicking HOME at the top left corner of the webpage.

RingCentral

[Home](#) [Users](#) [Phone System](#) [Meetings](#) [Reports](#) [Billing](#) [More](#)

Quick Access

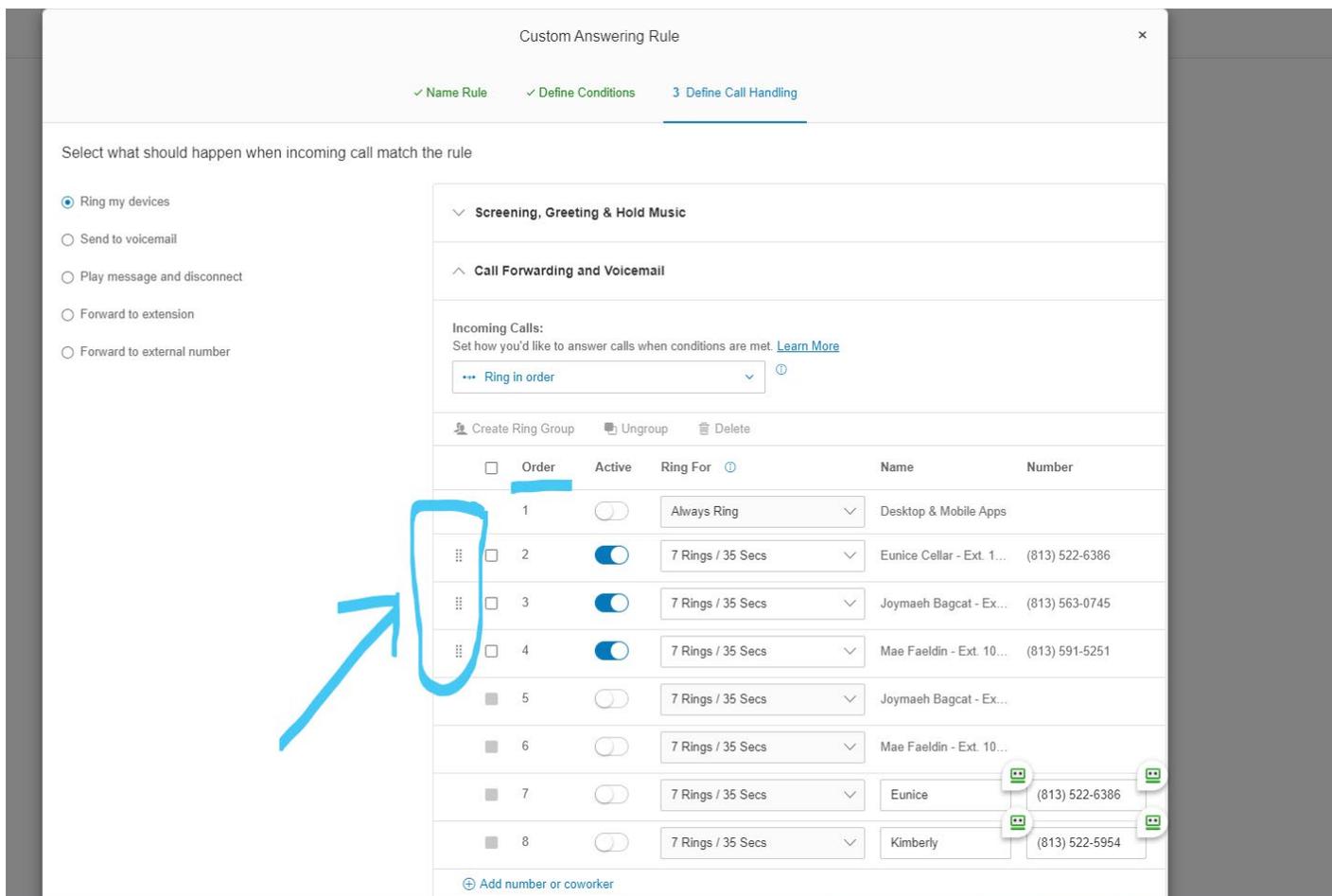
3) Adjust the order of the call queue

Using the icon in the far left first column for each user who is ACTIVE with a BLUE ACTIVE icon, Drag and Move each user Up or Down to achieve the correct order of users in the call queue.

Notes:

-Set the order of the call queue for strongest phone/sales team member to the weakest, excluding management. Have the team members who are stronger on Admin be last in the queue. This will maximize sales and conversions.

-Turn ACTIVE user's lines OFF during their lunch break.



Custom Answering Rule

✓ Name Rule ✓ Define Conditions 3 Define Call Handling

Select what should happen when incoming call match the rule

- Ring my devices
- Send to voicemail
- Play message and disconnect
- Forward to extension
- Forward to external number

Screening, Greeting & Hold Music

Call Forwarding and Voicemail

Incoming Calls:
Set how you'd like to answer calls when conditions are met. [Learn More](#)

Ring in order

Create Ring Group Ungroup Delete

<input type="checkbox"/>	Order	Active	Ring For	Name	Number
	1	<input type="checkbox"/>	Always Ring	Desktop & Mobile Apps	
⋮	2	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Eunice Cellar - Ext. 1...	(813) 522-6386
⋮	3	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	(813) 563-0745
⋮	4	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	(813) 591-5251
■	5	<input type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	
■	6	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	
■	7	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-6386
■	8	<input type="checkbox"/>	7 Rings / 35 Secs	Kimberly	(813) 522-5954

+ Add number or coworker

Click SAVE after your changes are made and you are ready to make them live.

Note- If you do not click save, the changes will not be active and live.

Other Important Notes about the Call Queue Custom Rule Settings

Missed Calls Inside Custom Rule Settings:

This should always be set to Send to Voicemail and then set to go to SPECIFIC EXTENSION- Ext 2, shown in the image below.

This never needs to be changed and is already set for this setting. The only time to check this is if we are not receiving voicemails to Ext 2

- Play message and disconnect
- Forward to extension
- Forward to external number

Call Forwarding and Voicemail

Incoming Calls:
Set how you'd like to answer calls when conditions are met. [Learn More](#)

*** Ring in order

Create Ring Group Ungroup Delete

<input type="checkbox"/>	Order	Active	Ring For	Name	Number
	1	<input type="checkbox"/>	Always Ring	Desktop & Mobile Apps	
⋮	2	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Eunice Cellar - Ext. 1...	(813) 522-6386
⋮	3	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	(813) 563-0745
■	4	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	(813) 591-5251
■	5	<input type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	
■	6	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	
■	7	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-6386
■	8	<input type="checkbox"/>	7 Rings / 35 Secs	Kimberly	(813) 522-5954

+ Add number or coworker

Missed Calls:
Set how you'd like your missed calls to be handled.

Send to voicemail

Voicemail Greeting
Custom
00:00 / 00:00

Select voicemail box

This Extension (Ext. 109)

Specific Extension

Ext. 2, Voicemail Center

Select Extension

Incoming Calls inside Custom Rule Settings:

This Setting for the call queue should always be set to Ring in order.

This setting follows the order of the users in the call Queue. This is already set and saved and the only time it would need to be looked at or adjusted is if Ring Central was not operating in the correct order when routing calls

The screenshot shows the 'Define Call Handling' step in Ring Central's Custom Rule Settings. On the left, there are radio button options for call handling: 'Ring my devices' (selected), 'Send to voicemail', 'Play message and disconnect', 'Forward to extension', and 'Forward to external number'. The main area is titled 'Screening, Greeting & Hold Music' and contains a section for 'Call Forwarding and Voicemail'. Under this section, the 'Incoming Calls:' setting is highlighted with a blue circle and set to 'Ring in order'. A blue arrow points to this setting. Below this, there are buttons for 'Create Ring Group', 'Ungroup', and 'Delete'. A table lists the members of the ring group:

Order	Active	Ring For	Name	Number
1	<input type="checkbox"/>	Always Ring	Desktop & Mobile Apps	
2	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Eunice Cellar - Ext. 1...	(813) 522-6386
3	<input checked="" type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	(813) 563-0745
4	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	(813) 591-5251
5	<input type="checkbox"/>	7 Rings / 35 Secs	Joymaeh Bagcat - Ex...	
6	<input type="checkbox"/>	7 Rings / 35 Secs	Mae Faeldin - Ext. 10...	
7	<input type="checkbox"/>	7 Rings / 35 Secs	Eunice	(813) 522-6386
8	<input type="checkbox"/>	7 Rings / 35 Secs	Kimberly	(813) 522-5954

At the bottom of the table, there is a link to 'Add number or coworker'.

Unresolvable Technical Issues-

If there is an issue with not receiving calls, or with Ring Central in general, first look at our call queue settings and do testing to identify the issue. If the issue cannot be resolved, call Ring Central's Technical Support at **888-528-7464**

Use Password- **“Kimmy”** when they ask to verify the KimJay Management Account.