# 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

ome Users Phone System Me	eetings Reports ~ Billing	More	Admin Portal Call Queue Management
Quick Access			My Extension
Company Business Hours Caller ID Name Company Greetings & Call Handling Directory Assistance	Add User Add User Add User Settings Template Manage Users Manage User Groups	Phone Numbers Add Number Reserve Numbers Transfer Numbers Manage Numbers	Communicate Together Integrate RingCentral communications solutions with the business apps of today and tomorrow.
C Phones & Devices	groups	Billing & Payment	Resources
Add User Phone Add Unassigned Phone Manage Devices	Add Call Queue Add Message-Only Extension Manage Groups	Purchase Licenses Licenses & Inventory Update Payment Info	<ul> <li>▲ Community</li> <li>☑ Blog</li> <li>☑ Open a Web Case</li> </ul>
Tutorials			RingCentral University
			🔐 What's New

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

ne Users Phone	System Me	etings Reports v Bi	illing More						
Luser List	User List » (	Users with Extensions							22
Users with Extensions Unassigned Extensions	Search	Q 7				+	Add User	_ Download U	Iser List
a. Roles	窗 Delete	$\checkmark$ Enable $\times$ Disable $\Im$	Send Invite 📿	Set Credential	s 🗉 Apply	Templates			
B User Groups	Status	Name ~	Number	Ext.	Licenses	Roles	Department	Msg.	Actions
Templates >		Ciara Soliman	(813) 553-6840	108	MVP.	Manager		0/1	1
	•	Dummy Forwarding		109	Video.Pro	Super Admin		7/7	:
	•	Enzy Hizole	(813) 553-4129	110	MVP	Manager		0/0	1
		Eunice Cellar	(813) 522-6386	102	MVP	Super Admin		0/5	÷
		Joy Ramos	(813) 553-7635	104	MVP	Super Admin		0/0	1
	•	Joymaeh Bagcat	(813) 563-0745	106	MVP	Manager		0/8	1
	•	Kimberly Snaric (Super Admin)	(813) 522-5954	101	MVP	Super Admin		0/2	÷
		Mae Faeldin	(813) 591-5251	107	MVP	Manager		0/13	:
	•	Max Ramos	(813) 553-7659	105	MVP	Manager		0/0	1
	•	<u>Tina Lumanta</u>	(813) 553-6801	103	MVP.	Manager		<u>0/3</u>	÷
	T							-	

User List 🗸 🗸	User List »	Users with Extensions							23
Jsers with Extensions									
Jnassigned Extensions	Search	Q 7				+ 4	\dd User	Download U	Jser List
Roles	🗊 Delete	$\checkmark$ Enable $\times$ Disable $\square$	Send Invite 🛛 💭	Set Creden	ials 🖭 Apply	Templates			
Iser Groups	Status	Name ~	Number	Ext.	Licenses	Roles	Department	Msg.	Actions
emplates		<u>Ciara Soliman</u>	(813) 553-6840	108	MVP	Manager		<u>0 / 1</u>	:
	□ ⊖	Dummy Forwarding		109	Video Pro	Super Admin		7/7	:
	□ ⊘	Enzy Hizole	(813) 553-4129	110	MVP	Manager		0 / 0	:
		Eunice Cellar	(813) 522-6386	102	MVP	Super Admin		0/5	:
		Joy Ramos	(813) 553-7635	104	MVP	Super Admin		0 / 0	:
		Joymaeh Bagcat	(813) 563-0745	106	MVP	Manager		0/8	:
		Kimberly Snaric (Super Admin)	(813) 522-5954	101	MVP	Super Admin		0/2	÷
		Mae Faeldin	(813) 591-5251	107	MVP	Manager		<u>0 / 13</u>	÷
		Max Ramos	(813) 553-7659	105	MVP	Super Admin		0/0	:

Admin Portal 🗸 🇱 KS

# Step 4: Click on the Dummy Forwarding Username

**RingCentral** 

**Step 5: After opening the Dummy Forwarding Extension, click on Call Forwarding and Voicemail at the bottom shown below** 

🧕 User List 🗸 🗸	•	Ciara Soliman	Ext. 109 Outbound Calls/Faxes N	lotifications
Users with Extensions	•	Dummy Forwarding		
Unassigned Extensions	•	Enzy Hizole	∧ User Details	
a Roles	•	Eunice Cellar	General Settings & Permissions	
(1) User Groups	•	Joy Ramos	Regional Settings	User Hours
I Templates		Joymaeh Bagcat	GMT-05:00, English (U.S.)	24 hours
		Kimberly Snaric (Super Admin)	Edit	Edit
		Mae Faeldin	Roles ① Super Admin	User Groups
	•	Max Ramos	Edit	Edit
	•	Tina Lumanta	Template	Confirmation Message ①
		< (1) >	Apply	3 seconds
			Automatic Call Recording Inbound - On Outbound - On Edit	
			✓ Phones & Numbers	
		C	✓ Call Forwarding and Voicemail	

		Lunice Cenar	V Phones & Numbers
User List 🗸 🗸		le: Deree	
Users with Extensions		<u>Joy Ramos</u>	✓ Screening, Greeting & Hold Music
Unassigned Extensions		Joymaeh Bagcat	
Roles		Kimberly Snaric (Super Admin)	∧ Call Forwarding and Voicemail
User Groups		Mae Faeldin	Work Hours After Hours Custom Rules Settings
Templates >		Max Ramos	Schedule: These rules will apply 24 hours, 7 days a week. Edit Schedule
	□ ⊘	<u>Tina Lumanta</u>	Incoming Calls:
		< 1 >	Set how you'd like to answer calls during work hours. Learn More
			1 Create Ring Group 🖷 Ungroup 🖀 Delete
			□ Order Active Ring For ① Name Number
			∷… 1
			2 (813) 563-0745
			3 () 4 Rings / 20 Secs V Mae Faeldin - Ext (813) 591-5251
			4 A Kings / 20 Secs V Eunice Cellar - E (813) 522-6386
			5 4 Rings / 20 Secs V Mae Faeldin - Ext (813) 563-9884
			6 () 4 Rings / 20 Secs V Joymaeh Bagcat (813) 723-7443
			7 7 Rings / 35 Secs V Eunice (813) 522-538
			4 Diago / 20 Seas

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

#### Step 7: Next to My Rule 1, click Edit





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

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

Home Users Phone System Meetings Report	rts ~ Billing More
↓ User List Users with Extensions	✓ Phones & Numbers
	Custom Answering Rule
~1	Name Rule 2 Define Conditions 3 Define Call Handling
Caller ID None	
<ul> <li>Called Number         <ul> <li>(314) 600-2075+109, (314) 662-3670+109, (317) 527-1046+109, (50</li> <li>(813) 453-9974+109, (813) 522-5286+109, (901) 438-4200+109, (91</li> <li>Date and/or Time</li> <li>Sun 12:00 AM - Mon 12:00 AM, Mon 12:00 AM - Tue 12:00 AM, Tue</li> <li>Sun 12:00 AM</li> </ul> </li> </ul>	502) 804-6132+109, (513) 828-3488+109, (614) 321-2094+109, (615) 397-9316+109, (615) 638-0005+109, (727) 240-9404+109 113) 998-7499+109 9 12:00 AM - Wed 12:00 AM, Wed 12:00 AM - Thu 12:00 AM, Thu 12:00 AM - Fri 12:00 AM, Fri 12:00 AM - Sat 12:00 AM, Sat 12:00 AM, Sat 12:00 AM - Fri 12:00 AM, Fri 12:00 AM - Sat 12:00 AM, Sat 12:00 AM -
	Back

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

Ring my devices	$\wedge$ Screening, Greeting & Hold Music	
<ul> <li>Send to voicemail</li> <li>Play message and disconnect</li> <li>Forward to extension</li> <li>Forward to external number</li> </ul>	User Greeting ① Z Enable Custom 00:00 / 00:00 《)) Edit	Call Screening ① □ Enable
	Connecting Message ① Enable	Audio While Connecting ①  Enable  Music: Acoustic  Octoor 00:00 / 00:00 《))  Music or Ringtone callers will hear while connecting  Edit
	Hold Music ① Enable Music: Acoustic 00:00 / 00:00 《)) Edit	)
	✓ Call Forwarding and Voicemail	Rate Sur

## 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, the are receiving calls. If it is WHITE their extension is OFF.

You <u>must click SAVE</u> at the bottom right of the page after any changes are made in the call queue.

Ring my devices	∨ Scr	reening, Gree	eting & Hold Music		
Send to voicemail					
lay message and disconnect	∧ Cal	ll Forwarding	and Voicemail		
orward to extension	Incomi	ng Calls:			
orward to external number	Set how	v you'd like to a	answer calls when conditions are met. Le	arn More	
		ing in order	*		
	🧕 Crea	ate Ring Group	Delete		
		] Order	Active Ring For ①	Name	Number
		1	Always Ring	✓ Desktop & Mobile ,	Apps
	1	] 2	7 Rings / 35 Secs	✓ Eunice Cellar - Ext	. 1 (813) 522-6386
	II C	] 3	7 Rings / 35 Secs	✓ Joymaeh Bagcat -	Ex (813) 563-0745
	# C	] 4	7 Rings / 35 Secs	✓ Mae Faeldin - Ext.	10 (813) 591-5251
		5	7 Rings / 35 Secs	✓ Joymaeh Bagcat -	Ex
		6	7 Rings / 35 Secs	✓ Mae Faeldin - Ext.	10
		7	7 Rings / 35 Secs	<ul> <li>✓ Eunice</li> </ul>	(813) 522-6386
		8	7 Rings / 35 Secs	<ul> <li>✓ Kimberly</li> </ul>	(813) 522-5954
	A (F)	ld number or o	oworker		

# 2) Add someone to the call queue:

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

	U	Order	Active	Ring For U		Name	N	umber	
		1	$\bigcirc$	Always Ring	$\sim$	Desktop & Mobile Ap	ps		
		2		7 Rings / 35 Secs	$\sim$	Eunice Cellar - Ext. 1	(8	13) 522-6386	
8		3		7 Rings / 35 Secs	$\sim$	Joymaeh Bagcat - Ex	c (8	13) 563-0745	
		4		7 Rings / 35 Secs	$\sim$	Mae Faeldin - Ext. 10	) (8	13) 591-5251	
		5	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Joymaeh Bagcat - Ex	c		
		6	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Mae Faeldin - Ext. 10	)		
		7	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Eunice		(813) 522-6386	
		8	D	7 Rings / 35 Secs	$\sim$	Kimberly		(813) 522-5954	
Mis Set	ssed Ca how yo Sence cemail stom	alls: ou'd like you d to voicem Greeting 0	ur missed calls ail	to be handled.	Select voice This Exte Specific I Ext. 2, Vi	a <b>mail box</b> ansion (Ext. 109) Extension oicemail Center			
Cus					Select	Extension			

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

***	Ring	in order		~ 0					- 1
<u>9</u> Ci	eate	Ring Group	🖷 Ungr	oup 📋 Delete					
		Order	Active	Ring For ①		Name	ļ	Number	
		1	$\bigcirc$	Always Ring	~	Desktop & Mobile A	pps		
		2		7 Rings / 35 Secs	$\sim$	Eunice Cellar - Ext.	1 (	(813) 522-6386	
		3		7 Rings / 35 Secs	~	Joymaeh Bagcat - E	x (	(813) 563-0745	
	8	4	$\bigcirc$	7 Rings / 35 Secs	~	Mae Faeldin - Ext. 1	0 (	(813) 591-5251	
		5	$\bigcirc$	7 Rings / 35 Secs	~	Joymaeh Bagcat - E	x		
		6	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Mae Faeldin - Ext. 1	0		
		7	$\bigcirc$	7 Rings / 35 Secs	~	Eunice		(813) 522-6386	
		8	$\bigcirc$	7 Rings / 35 Secs	~	Kimberly		(813) 522-5954	
	8	9		4 Rings / 20 Secs	~	Select	~	Phone Number	
<u>ب</u>	Add n	umber or co	oworker			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	9	
Select which Search	coworker's phone should receive for	warded calls			
5	User Name	~	Phone Name	Phone Number	Ext.
۲	Ciara Soliman	1	RingCentral Phone app	(813) 553-6840	108
0	Ciara Soliman		SoftPhone		108
0	Enzy Hizole		RingCentral Phone app	(813) 553-4129	110
0	Joy Ramos		Softphone	(813) 553-7635	104
0	Kimberly Snaric		Softphone	(813) 522-5954	101
0	Kimberly Snaric		SoftPhone		101
0	Max Ramos		Softphone	(813) 553-7659	105
0	Tina Lumanta		Softphone	(813) 553-6801	103
0	Tina Lumanta		SoftPhone		103

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	<b>Ring For Time for each User</b>
1	8-40 Secs
2	7 – 35 Secs
3	7 – 35 Secs
4	6-30 Secs
5	5 – 25 Secs

•->•	Ring	in order		~			
2	Create	Ring Group	🖷 Ungro	oup 前 Delete			
		Order	Active	Ring For ①		Name	Number
		1	$\bigcirc$	Always Ring	$\sim$	Desktop & Mobile Apps	
:		2		7 Rings / 35 Secs	$\sim$	Eunice Cellar - Ext. 1	(813) 522-6386
1		3		7 Rings / 35 Secs	$\sim$	Joymaeh Bagcat - Ex	(813) 563-0745
:		4		4 Rings / 20 Secs	Y	Ciara Soliman - Ext. 1	(813) 553-6840
		5	$\bigcirc$	7 Rings / 35 Secs	~	Mae Faeldin - Ext. 10	(813) 591-5251
		6	$\bigcirc$	7 Rings / 35 Secs	~	Joymaeh Bagcat - Ex	
		7	$\bigcirc$	7 Rings / 35 Secs	~	Mae Faeldin - Ext. 10	
		8	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Eunice	(813) 522-6386
		9	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Kimberly	(813) 522-5954

# 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.

,								
		Order	Active	Ring For ①		Name	Number	
		1	$\bigcirc$	Always Ring	$\sim$	Desktop & Mobile Apps		
	II 🗆	2		7 Rings / 35 Secs	$\sim$	Eunice Cellar - Ext. 1	(813) 522-6386	
	II 🗆	3		7 Rings / 35 Secs	$\sim$	Joymaeh Bagcat - Ex	(813) 563-0745	
	II 🗆	4		7 Rings / 35 Secs	~	Ciara Soliman - Ext. 1	(813) 553-6840	
		5	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Mae Faeldin - Ext. 10	(813) 591-5251	
		6	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Joymaeh Bagcat - Ex		
		7	$\bigcirc$	7 Rings / 35 Secs	~	Mae Faeldin - Ext. 10		
		8	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Eunice	(813) 522-6386	
		9	$\bigcirc$	7 Rings / 35 Secs	~	Kimberly	(813) 522-5954	9
	⊕ Add	number or c	oworker					
	Missed Calls: Set how you'd like your missed calls Send to voicemail Voicemail Greeting Custom 00:00 / 00:00			()	Select voice This Exte Specific I Ext. 2, Vo Select	email box ension (Ext. 109) Extension picemail Center Extension		
					General		V	
						Ba	ack Save	
al logo are trademarks of HingCentra	l, Inc.							

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.



#### 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 F	Rule		×						
	✓ Name Rule ✓ Define Conditions	3 Define Call Handling								
Select what should happen when incoming call match	the rule									
Ring my devices	✓ Screening, Greeting & Hold Music									
<ul> <li>Send to voicemail</li> <li>Play message and disconnect</li> </ul>	Call Forwarding and Voicemail          Incoming Calls:         Set how you'd like to answer calls when conditions are met. Learn More         •••• Ring in order       •									
Forward to extension										
<ul> <li>Forward to external number</li> </ul>										
	A Create Ring Group 🖶 Ungroup 😭 Delete									
	Order Active	Ring For ①	Name	Number						
	1 ①	Always Ring 🗸 🗸	Desktop & Mobile Apps							
	II 2 💽	7 Rings / 35 Secs 🗸 🗸	Eunice Cellar - Ext. 1	(813) 522-6386						
	II 3 💽	7 Rings / 35 Secs 🗸 🗸	Joymaeh Bagcat - Ex	(813) 563-0745						
		7 Rings / 35 Secs 🗸 🗸	Mae Faeldin - Ext. 10	(813) 591-5251						
	5 💭	7 Rings / 35 Secs 🗸 🗸	Joymaeh Bagcat - Ex							
	6	7 Rings / 35 Secs $\sim$	Mae Faeldin - Ext. 10							
	7 💭	7 Rings / 35 Secs 🗸 🗸	Eunice	(813) 522-6386						
	8	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

Incor Set b	ning ow vo	Calls: pu'd like to any	swer calls w	nen conditions are met Learn Mo	Ire					
••• Ring in order										
<u>₽</u> C	reate	Ring Group	🕒 Ungr	oup 👜 Delete						
		Order	Active	Ring For ①		Name	Number			
		1	$\bigcirc$	Always Ring	$\sim$	Desktop & Mobile Apps				
II		2		7 Rings / 35 Secs	$\sim$	Eunice Cellar - Ext. 1	(813) 522-6386			
I		3		7 Rings / 35 Secs	$\sim$	Joymaeh Bagcat - Ex	(813) 563-0745			
	8	4	$\bigcirc$	7 Rings / 35 Secs	~	Mae Faeldin - Ext. 10	(813) 591-5251			
		5	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Joymaeh Bagcat - Ex				
		6	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Mae Faeldin - Ext. 10				
		7	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Eunice	(813) 522-6386			
		8	$\bigcirc$	7 Rings / 35 Secs	$\sim$	Kimberly	(813) 522-5954			
Add number or coworker										
Missed Calls: Set how you'd like your missed calls to be handled.										
-	Send	I to voicemail		~						
Voicemail Greeting Select voicemail box										
Custom O This Extension (Ext. 109)										
00:00 / 00:00 (1)     00:00 (1)						xtension				
Edit					Select E	Extension				
	Incor Set h  Edit	Incoming Set how you Create	Incoming Calls: Set how you'd like to and Ring in order Create Ring Group Create Ring	Incoming Calls: Set how you'd like to answer calls wi I Ring in order I Order Active I Ord	Incoming Calls:   Set how you'd like to answer calls when conditions are met. Learn Mo   Ring in order   Create Ring Group   Dorder   Active   Ring For   1   Always Ring   1   Always Ring   1   Always Ring   1   1   Always Ring   1   1   Always Ring   1   2   7   8   9   9	Incoming Calls:   Set how you'd like to answer calls when conditions are met. Learn More    Image: Set how you'd like to answer calls when conditions are met. Learn More     Image: Set how you'd like to answer calls when conditions are met. Learn More     Image: Set how you'd like to answer calls when conditions are met. Learn More     Image: Set how you'd like to answer calls when conditions are met. Learn More     Image: Set how you'd like to answer calls when conditions are met. Learn More     Image: Set how you'd like to answer calls when conditions are met. Learn More     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handled.      Image: Set how you'd like to answer calls to be handled.     Image: Set how you'd like to answer calls to be handl	Incoming Calls:         Set how you'd like to answer calls when conditions are met. Leam More            ••• Ring in order             ••• Create Ring Group             ••• Order             ••• Order            <			

#### **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

√ Nam	e Rule	✓ Define	Conditions	3 Define Call Handling								
Select what should happen when incoming call match the r	ule											
Ring my devices     Send to voicemail	✓ Screening, Greeting & Hold Music											
O Play message and disconnect	Call Forwarding and Voicemail											
<ul> <li>Forward to extension</li> </ul>	Incoming Calls:											
<ul> <li>Forward to external number</li> </ul>	Set how you'd like to answer calls when conditions are met. Learn More											
	🧏 Create	Ring Group	ngro Ungro	pup 💼 Delete 📃 🥄								
		Order	Active	Ring For ①	Name	Number						
		1	$\bigcirc$	Always Ring 🗸 🗸	Desktop & Mobile Apps							
	≣ □	2		7 Rings / 35 Secs $\sim$	Eunice Cellar - Ext. 1	(813) 522-6386						
	. 0	3		7 Rings / 35 Secs 🗸 🗸	Joymaeh Bagcat - Ex	(813) 563-0745						
		4	$\bigcirc$	7 Rings / 35 Secs 🗸 🗸	Mae Faeldin - Ext. 10	(813) 591-5251						
		5	$\bigcirc$	7 Rings / 35 Secs 🗸 🗸	Joymaeh Bagcat - Ex							
		6	$\bigcirc$	7 Rings / 35 Secs $\sim$	Mae Faeldin - Ext. 10							
		7	$\bigcirc$	7 Rings / 35 Secs 🗸 🗸	Eunice	(813) 522-6386						
		8	$\bigcirc$	7 Rings / 35 Secs $\sim$	Kimberly	(813) 522-5954						
	⊕ Add i	number or co	worker									

#### 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.