Route Point for Permanent External Forward
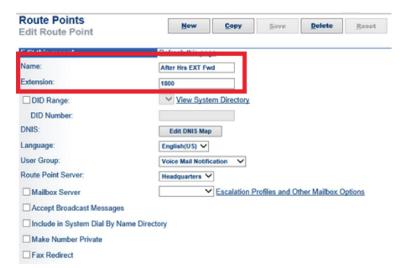## *for after-hours use*
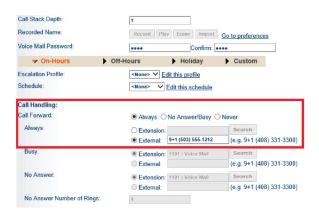
ShoreTel 14.2

1 Navigate to **Administration > Call Control > Route Points**

2 Create a Route Point

3 Name it appropriately *(ex. After Hours Service External FWD)*

4 Click **Save** *(must save prior to changing Routing Settings)*

5 Set Call Routing to **Always Forward**

6 Add an external number in canonical format +1(xxx)xxx-xxxx as shown below

7 On the Off Hours setting of the Hunt Group / Workgroup / Auto Attendant set the Forward or numerical option to the Route Point extension.

Call Stack Depth:	1	
Recorded Name:	Record Play Erase Import Go to preferences	
Voice Mail Password:	•••• Confirm: ••••	

▼ On-Hours   ▶ Off-Hours   ▶ Holiday   ▶ Custom

Escalation Profile: \<None> ✔ Edit this profile
Schedule: \<None> ✔ Edit this schedule

Call Handling:
Call Forward: ● Always ○ No Answer/Busy ○ Never
Always: ○ Extension: [ ] Search
○ External: 9+1 (503) 555-1212 (e.g. 9+1 (408) 331-3300)
Busy: ● Extension: 1101 : Voice Mail Search
○ External: [ ] (e.g. 9+1 (408) 331-3300)
No Answer: ● Extension: 1101 : Voice Mail Search
○ External: [ ] (e.g. 9+1 (408) 331-3300)
No Answer Number of Rings: 4

ShoreTel Connect

1 Navigate to **Administration > Features > Call Control > Route Points**

2 Create a Route Point

3 Name it appropriately *(ex. After Hours Service External FWD)*

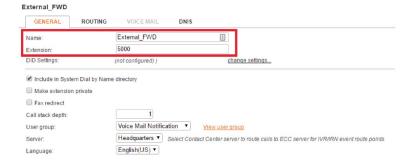**4** Click **Save** *(must save prior to changing Routing Settings)*

External_FWD

GENERAL	ROUTING	VOICE MAIL	DNIS

Name: External_FWD
Extension: 5000
DID Settings: (not configured)) change settings...

☑ Include in System Dial by Name directory
☐ Make extension private
☐ Fax redirect
Call stack depth: 1
User group: Voice Mail Notification ▼ View user group
Server: Headquarters ▼ Select Contact Center server to route calls to ECC server for IVR/IRN event route points
Language: English(US) ▼

5 Select the **Routing** tab

6 Set Call Routing to **Always Forward**

7 Add an external number in canonical format +1(xxx)xxx-xxxx as shown below

8 On the Off Hours setting of the Hunt Group / Workgroup / Auto Attendant set the Forward or numerical option to the Route Point extension.
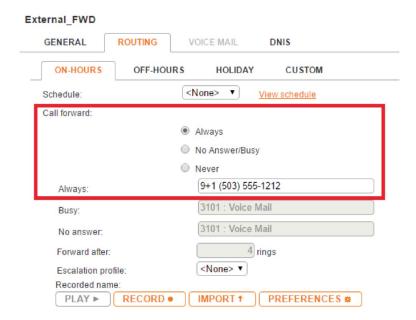
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External_FWD

GENERAL | ROUTING | VOICE MAIL | DNIS

ON-HOURS | OFF-HOURS | HOLIDAY | CUSTOM

Schedule: <None> ▼ View schedule

Call forward:

- ⦿ Always
- ○ No Answer/Busy
- ○ Never

Always: 9+1 (503) 555-1212

Busy: 3101 : Voice Mail

No answer: 3101 : Voice Mail

Forward after: 4 rings

Escalation profile: <None> ▼

Recorded name:

PLAY ▶ | RECORD ● | IMPORT ↑ | PREFERENCES ⚙

Need Help?
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