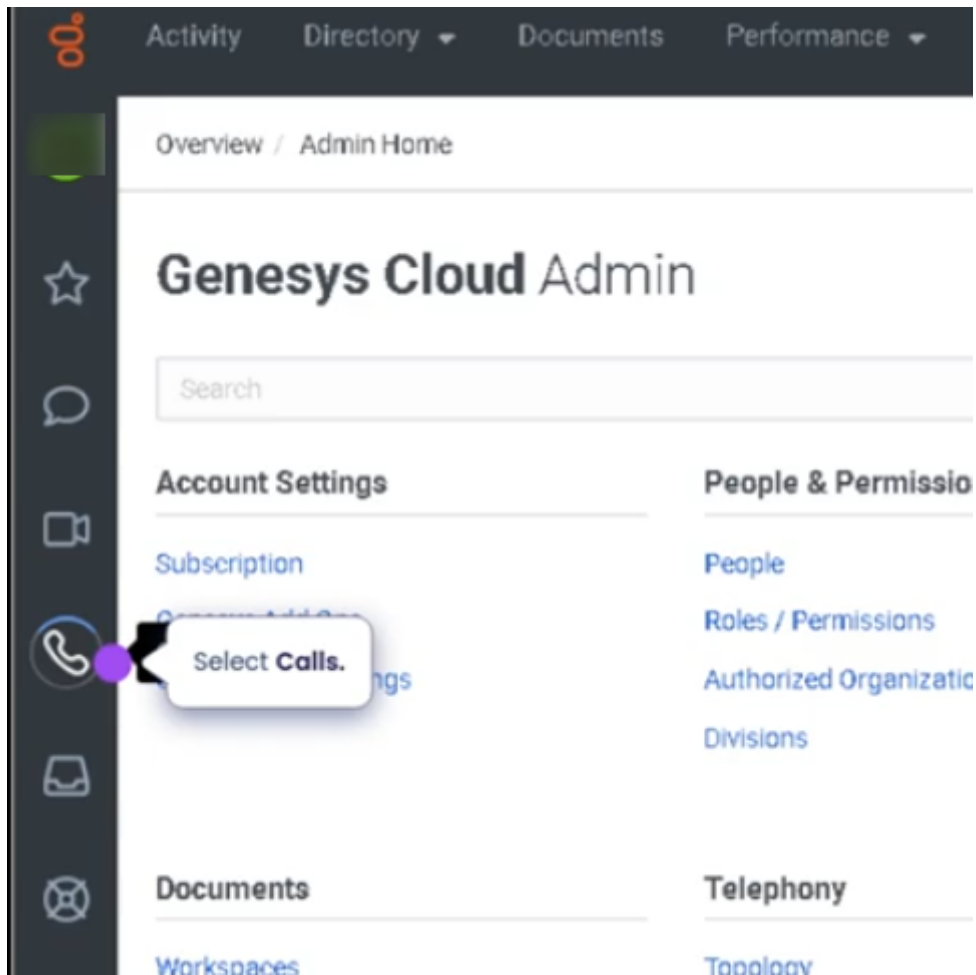


# Genesys Cloud - Agent - Forward calls



Activity Directory Documents Performance Reports Apps Admin

Calls Overview

Phone Details  
Your Device for Calls

TestPhone

Forward Calls  Off

Start a new call

Select **Phone Details**. The Phone Details panel opens. Enable **Forward Calls**.

Gen  
Search  
Organiz  
People

Activity Directory Documents Performance Reports Apps

Calls

Phone Details  
Your Device for Calls

nTestPhone

Forward Calls  On

Unanswered callers will be sent to Genesys Cloud Voicemail unless specified otherwise

Find me at the following numbers

Enter a station, phone number, or extensi... +

Start a new call

Under **Find me at the following numbers**,

## Forward Calls

Unanswered callers will be sent to Genesys Cloud Voicemail unless specified otherwise

Find me at the following numbers

1. 317

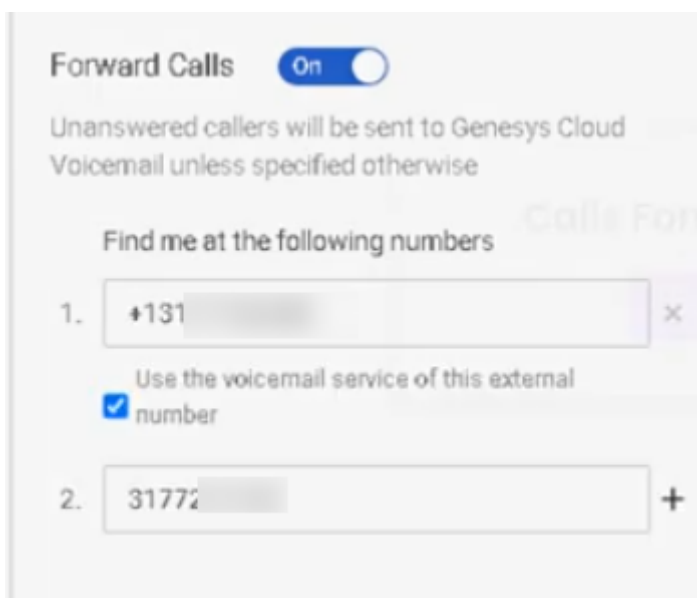
[Subscription](#)

[Genesys Add Ons](#)

[Organization Settings](#)

enter the numbers that you want Genesys Cloud to forward your calls to.

[Roles / Permissions](#)



Forward Calls

Unanswered callers will be sent to Genesys Cloud Voicemail unless specified otherwise

Find me at the following numbers

1. +131 ×

Use the voicemail service of this external number

2. 31772 +

# Forward Your Calls (Genesys Cloud)

## Summary

The **Forward Your Calls** feature in Genesys Cloud allows users to **redirect incoming calls from their assigned extension or phone to another destination**. The destination can be **another Genesys Cloud user, a queue, or an external phone number** such as a mobile device.

When forwarding to an **external number**, users can choose to **use the voicemail service of that external number**. In this case, if the call is not answered by the external destination, the call will be handled by the **external device's voicemail system instead of the Genesys Cloud voicemail**.

This feature ensures that calls are still answered or recorded even when the user is **away from their workstation or working remotely**.

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# Utilization

Use Case	Description
Temporary absence	User forwards calls to another user or phone while unavailable
Remote work	Calls forwarded to a mobile phone or external device
After-hours coverage	Calls redirected to another phone or team member
Travel or offsite work	Users forward calls to an external phone number
External voicemail handling	Calls forwarded to a mobile device that manages voicemail

Forwarding calls helps ensure **continuous call coverage and minimizes missed customer interactions.**

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# Best Practices

Practice	Reason
Verify the external phone number before enabling forwarding	Prevents calls from being misrouted
Inform the receiving person or team when forwarding calls	Ensures someone is ready to handle the calls
Use external voicemail when appropriate	Allows callers to leave messages when unavailable
Disable forwarding when returning to normal operations	Ensures calls return to the correct user
Avoid forwarding sensitive business calls to unsecured devices	Protects customer and company data
Test the forwarding configuration	Confirms that calls route correctly

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# Example Scenarios

## Scenario 1 – Agent Working Remotely

Agent leaves office



Agent enables call forwarding



Calls forwarded to mobile phone



Agent answers calls from mobile device

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## Scenario 2 – External Voicemail Handling

Customer calls agent extension



Call forwarding sends call to external phone



External phone does not answer



External voicemail service records the message

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## Scenario 3 – Temporary Coverage

Agent attending meeting



Agent forwards calls to colleague



Colleague answers incoming calls



Customers continue receiving support

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## Key Benefits

Benefit	Explanation
Continuous call coverage	Calls are redirected when the user is unavailable
Remote work flexibility	Users can receive calls on external devices

<b>Benefit</b>	<b>Explanation</b>
Voicemail fallback	External voicemail can capture missed calls
Reduced missed calls	Ensures callers reach someone or leave a message
Simple call management	Users can easily enable or disable call forwarding

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