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Workspace Desktop Edition User's Guide

Forward Your Calls

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 - 1.1 Forwarding Calls

Forward Your Calls

In this lesson, you will learn how to forward your call by using the My Channels tab in the Main Window. This lesson contains the following section:

- [Forwarding Calls](#)

Forwarding Calls

You can forward your calls to a different destination.

Lesson: Forwarding your calls to a different destination

Purpose:

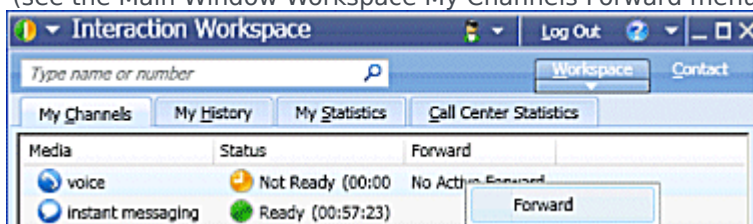
- To specify a different destination to which your calls are directed temporarily and to cancel a forward.

Prerequisites

- You are logged in to Interaction Workspace (see [Lesson: Logging in to Interaction Workspace](#)).

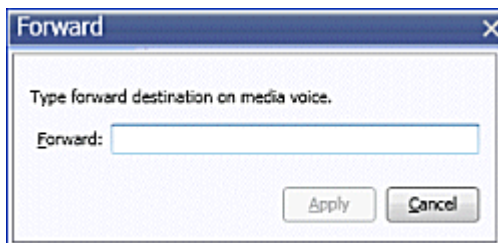
Start

1. To forward calls to a different destination, in the Main Window, click Workspace.
2. Click the My Channels tab.
3. On the media channel that you want to forward, right-click in the Forward column, and select Forward (see the Main Window Workspace My Channels Forward menu figure).



Main Window Workspace My Channels Forward menu

The Forward dialog box is displayed (see the Forward dialog box figure).



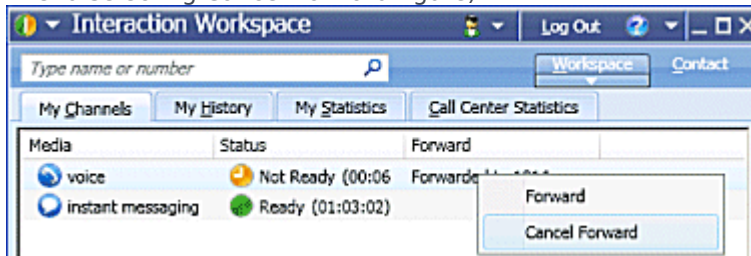
Forward Your Calls

Forward dialog box

4. Enter the phone number to which you want to forward your calls.
5. Click **Apply** to set the forward. Click **Cancel** to return to the **My Channels** tab without forwarding your calls.

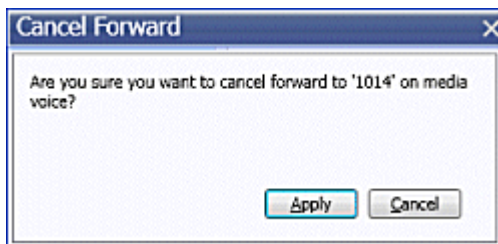
Canceling Your Call Forward

6. If you have an active forward set and you want to disable it, in the **My Channels** tab, right-click in the **Forward** column and select **Cancel Forward** (see the Main Window Workspace **My Channels** Forward menu selecting **Cancel Forward** figure).



Main Window Workspace **My Channels** Forward menu selecting **Cancel Forward**

The **Cancel Forward** dialog box is displayed (see the **Cancel Forward** dialog box figure).



Cancel Forward dialog box

7. Click **Apply** to cancel the forward. To keep the forward active, click **Cancel**; this action removes the active forward and changes the **Forward** status to **No Active Forward**.

End