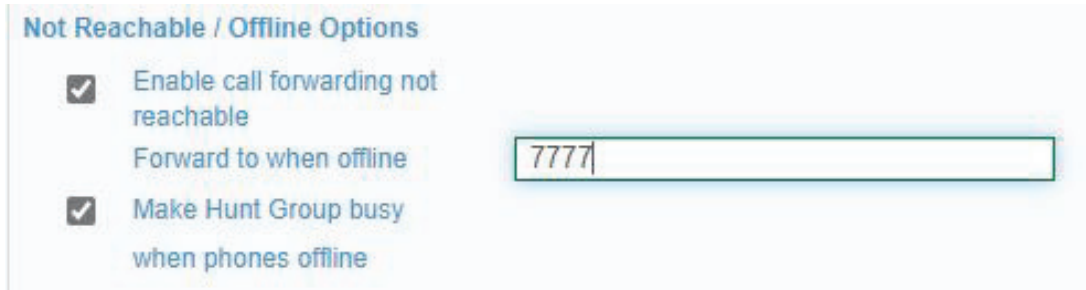*Business Continuity Features in the Customer Administration Portal*

The **Customer Administration Portal** offers ways to forward calls even if the geographic site is down due to flood, fire, hurricane, or other disaster.

Hunt Group

When you select a **Hunt Group**, there is a **Call Forward Not Reachable** section on the right hand side.

1. In the portal go to **Enterprise Services** and then **Hunt Groups.**
2. Select the **Hunt Group** you want to update with the **Edit** icon on the right side of the listing.
3. Enter the number or extension you want to forward the calls to in the event of a not-reachable or offline condition (when none of the **Assigned Users** are capable of receiving a call due to being off-network).
4. Save at the bottom and the not-reachable routing takes effect right away.

Note: You can place an extension or a ten digit number in the **Forward When Offline** field.

Note: This forwarding will not be followed until an offline or not-reachable event occurs.

Phone Extension

An individual can set up not-reachable options, as well. This will trigger when a call is sent to that extension and there is no device on network to take the call. By default, this will go to voicemail.

1. In the portal go to **Location** and find the user/seat in the list.
2. Select the **User** you want to update with the **Edit** icon on the right side of the listing, this will take you to the **Manage Settings** section for that extension.
3. Make sure you are on the **Incoming Calls** tab.
4. Put a valid extension or ten digit number in the field below **Call Forward No-Answer**.
5. Save and this becomes effective right away, as long as **Call Forwarding No-Answer** is turned ON.

Note: This forwarding will not be followed until an offline or not-reachable event occurs.