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## UNIVERGE BLUE CONNECT: Enhanced Call Forwarding, Initial Release

NEC Corporation of America (NEC) is excited to announce new Call Forwarding enhancements. These enhancements will provide more ability to customize and personalize a user's call forwarding preferences in CONNECT while using the desktop or mobile app. In addition, by using the account management portal an administrator can create new call forwarding profiles for users on an account.

These enhancements provide functionality to customize call forwarding rules based on a specific schedule, the number of rings, determine who answers first, and finally see the list of profiles to activate or deactivate various call forwarding profiles at a particular time. With this new level of customization, the ability to efficiently direct incoming calls based on personal work preferences or schedules will be possible.

Call forwarding replaces the existing Find Me, Follow Me (FM) feature. Any users that had FM rules configured will find their settings are automatically migrated to the new feature.

Additional Call Forwarding enhancements will be coming in phases, such as:

- Call Origin based routing (Internal, External, from a particular number or person), Call forwarding override ability to support Boss/Secretary types of workflows
- Presence based routing along with Additional Boss / Secretary functions and features

For more details on this new capability, refer to the following Knowledge Base article:

[https://support.univerge.blue/app/articles/detail/a\\_id/15596](https://support.univerge.blue/app/articles/detail/a_id/15596)

For additional information or questions, please check with your NEC Account Manager or Sales Engineer.

Sincerely,

Clarktel Telecommunications, Inc. and

NEC CLOUD Product Management NEC Corporation of America