



◆ CALL FORWARDING INSTRUCTIONS ◆

A dial plan is another name for a call flow. The logic you configure in the dial plan will manage how the calls are routed.

Administrators can create an unlimited amount of Dial Plans to suit their organization's needs. Jive Core provides a simple method for creating Dial Plans. Note the [Jive Dial Plan Editor Tutorial video](#) at the end of this page.

Dial Plan Nodes

Click the Launch Editor button to launch the Dial Plan editor to edit or create a dial plan.

Anatomy of a Node

Assign an existing line, schedule, sound clip, etc. to the node.

Click to Search

How long the calls ring on this step before moving on.

Timeout (sec) 20

Next Node

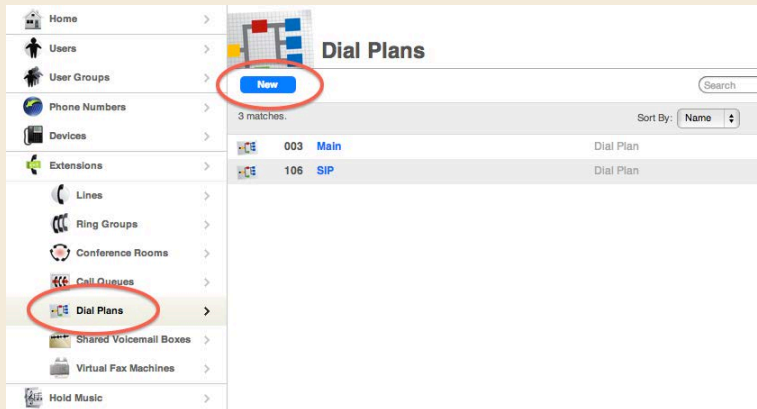
Click and drag from this target to the next node in the dial plan; release on top of a node to connect steps. Upon successful connection, a line will appear between the nodes. Repeat a node by clicking and dragging back on top of the same node.

The diagram shows a 'Simple Dial (!)' node interface. It features a search bar with a magnifying glass icon and a 'Choose...' placeholder. Below the search bar is a 'Timeout (sec)' field with a spinner control set to '20'. At the bottom right is a 'Next Node' target icon, which is a red bullseye. Arrows point from the annotations to these specific UI elements.

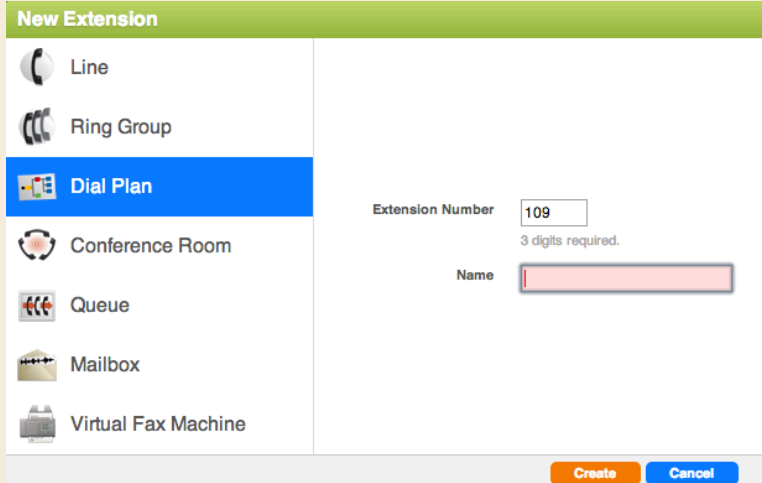


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Dial Plan Setup

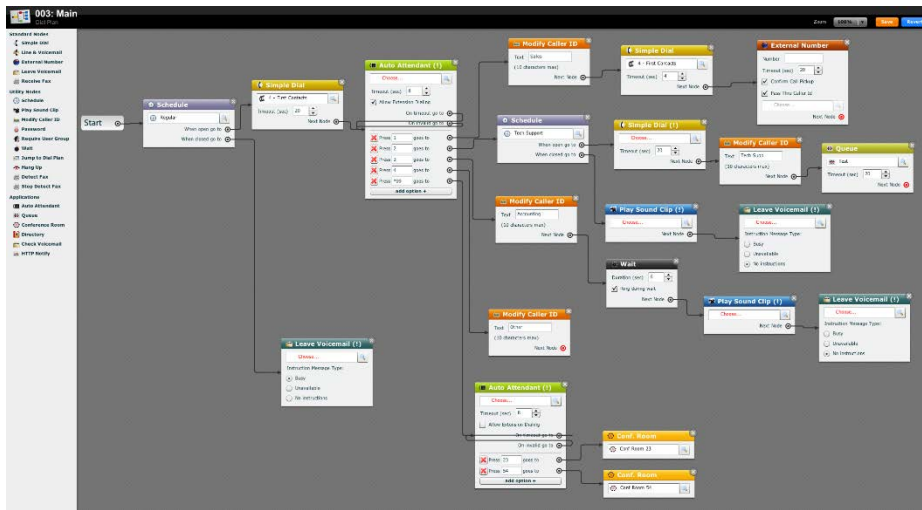


1. Click **Dial Plans** in the left navigation panel.
2. Click **New**.




3. Give the dial plan an extension number (optional: allows you transfer calls to the dial plan extension or make the dial plan extension available form a company phone number).
4. Give the dial plan a name.
5. Click **Create**. You'll be taken to the default dial plan settings page.





6. Click **Launch Editor** to begin configuring the dial plan logic.
7. Click and drag nodes from the left sidebar and release in the gray dial plan area to build your call flow. ([See more on setting up auto attendants here.](#))
8. Connect nodes by clicking on one target, dragging to another node, and releasing on top of the node. (See an example of this in the video tutorial below.)
9. Complete settings in individual nodes, such as designating an extension or adding a voice prompt*.
10. Click **Save** when finished.

 **Settings like extensions, voice prompts, hold music, etc. must be recorded or configured outside of the dial plan editor before they can be added to the dial plan.*

Standard Nodes

The Standard Nodes in the Dial Plan Editor include the most basic functions of your Jive Hosted PBX phone system. These nodes are simple, powerful features administrators can incorporate into their Dial Plans.



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External Number

The External Number node allows the user to forward the call to an external telephone number, including local, long-distance, and even international numbers.

Number: The telephone to which the call should be forwarded. Local, long-distance, and international numbers are supported.

Timeout: Displays the amount of time (in seconds) that the system will attempt to forward the call.

Confirm Call Pickup: If selected, requires the answering party to press '1' (one) before the call is connected.

Pass Thru Caller ID: If selected, will pass through the caller ID of the original calling party. If not selected, the search box allows the user to select which Outbound Caller ID should be used.

For questions regarding call forwarding,
visit www.specialtyanswering.com,
or call us at 1-866-688-8912.