

Do Not Disturb, Out of Office and Call Forwarding in MultiLine for Salesforce

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Read on to learn about setting Do not Disturb, Out of Office, and Call Forwarding in MultiLine for Salesforce.

Overview

You can set up an out of office auto-reply in MultiLine for Salesforce for messages received to your MultiLine Number. Your [Call Forwarding and Do Not Disturb settings](https://moviuscorp.knowledgeowl.com/help/call-handling-sequential-and-simultaneous-dial-do-not-disturb-call-forwarding) (<https://moviuscorp.knowledgeowl.com/help/call-handling-sequential-and-simultaneous-dial-do-not-disturb-call-forwarding>) in MultiLine apply to MultiLine for Salesforce.

Out of Office

Set an Out of Office auto-reply by going to **MultiLine for Salesforce > Settings > Out of Office**.

1. Enter **From** and **To** dates to set the time range
2. Complete the out of office auto-response
3. Set the **Active** toggle to on and click **Save**

All incoming SMS during the set 'out of office' date range will receive the auto-response defined in this configuration

Do Not Disturb and Call Forwarding

Do Not Disturb and **Call Forwarding** settings on the MultiLine application are applicable for incoming calls in the MultiLine Connector as well. See [Call Handling: Sequential and Simultaneous Dial, Do Not Disturb, Call Forwarding](https://moviuscorp.knowledgeowl.com/help/call-handling-sequential-and-simultaneous-dial-do-not-disturb-call-forwarding) (<https://moviuscorp.knowledgeowl.com/help/call-handling-sequential-and-simultaneous-dial-do-not-disturb-call-forwarding>).

- If **Do Not Disturb** is set on the MultiLine app on the device, the call is sent to voicemail.
 - If **Call Forwarding** is set on the MultiLine app, the call is forwarded to the number configured in the MultiLine application; whereas the 'Business Hours' configuration in the MultiLine application is ignored in Salesforce.
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