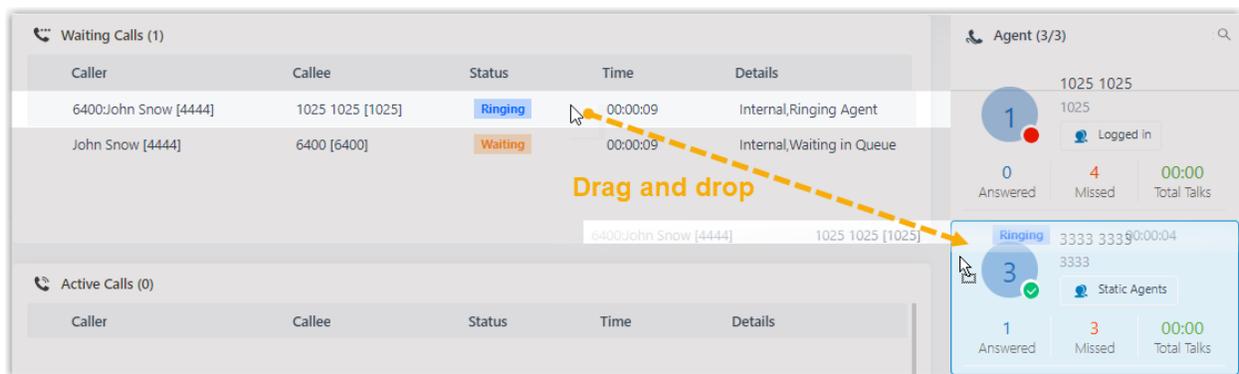# Redirect a Call

If a call has not been answered for a long time, in order to save the caller's waiting time, you can redirect the incoming call to another extension, ring group, queue, or extension's voicemail. This topic describes how to redirect an incoming call that is in the ringing status.

Prerequisites

To redirect agents' incoming calls, **Call distribution management (Redirect, Transfer, Drag and Drop operation)** permission is required.
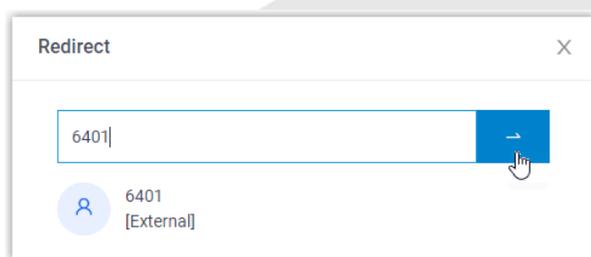
Redirect a call to an extension

1. In the Linkus Web Client, go to **Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Redirect the call to an extension user in one of the following methods:
   o Drag the call and drop it on a desired agent displayed in **Agent** panel.
     The agent will receive an incoming call.

   o Right click the call, and click **Redirect**.
     On the pop-up panel, enter an extension number, and click →.
     The agent will receive an incoming call.

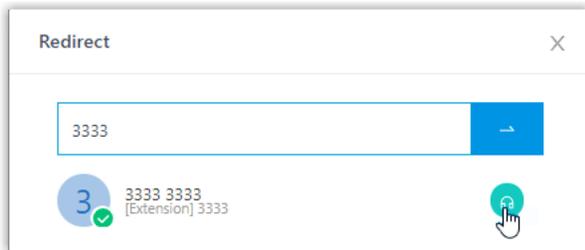**Tip:** You can also click the extension user from the matching results to transfer the call.

Redirect a call to extension voicemail

1. In the Linkus Web Client, go to **Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.

Redirect a Call

3. Right click the incoming call, and select **Redirect**.
4. In the pop-up window, enter an extension number to search the extension user.
5. From the matching results, click 🎧 to redirect the call.
   The call is redirected to the extension's voicemail and the caller can leave a message to the extension user.

Redirect a call to another ring group or queue

1. In the Linkus Web Client, go to **Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Redirect the call to a ring group or a queue.
   a. Right click the call, and click **Redirect**.
   b. In the pop-up window, enter a ring group number or a queue number, and click →.
      The system will route the call the ring group or queue.