

Call Routing

Last Modified on 12/31/2020 3:13 pm EST

The **Call Routing** menu controls all aspects of call routing in Synkato. Using this interface allows an administrator to quickly and easily set destinations for callers when dialing a particular telephone number.

The **Call Flow Tool** allows for a visual representation of call routing that allows administrators to easily build routes that lead to IVRs, Ring Groups, Voicemail boxes and more. The **Call Routing** menu may also be used to build and configure parking lots, ring groups, speed dials and to block numbers via the Blacklist.