How do I set up call delegation in Zoom phone?

Tell Me

You can assign others to handle calls on your behalf using Zoom’s Call Delegation. For example, a director can assign calling privileges to an administrative staff member to allow them to make and receive calls on their behalf.

- Each delegator can assign up to 15 delegates.
- Each delegate can be assigned to a maximum of 32 delegators.

**NOTE:** Call delegation is different than call forwarding. Call forwarding will result in received calls only ringing on the line forwarded to and not ringing on the original line called. Call delegation will ring on both the original line and delegated line.

Assign a delegate to make and receive calls on your behalf through the Zoom web portal:

1. Navigate to the **Phone** area.
2. Select the **Settings** tab.
3. In the **Delegation & Assistant** section, click **Set** or **Add**.
4. Select **User or Common Area Phone**. Specify the phone user to add.
5. Click **Send Invite**
   - The delegate will need to verify or accept the delegation request. See steps outlined in the next section.
6. Adjust the delegation privileges as desired.

Verify or Accept a delegate request through the Zoom web portal:

1. Navigate to the **Phone** area.
2. Select the **Settings** tab.
3. In the **Assistant for** section, click **Accept**
   - You will see the delegator you’re assigned to, along with call privileges you have been granted.

See Zoom’s [Setting up call delegation documentation](#) for more information on call delegation.

See Zoom’s [Sharing voicemail inbox access](#) for more information on voicemail sharing.

Related FAQs

- How do I enable location services for Zoom Phone on my Mac?
- What do I need to do for the initial setup for my Zoom Phone?
- How do I get Zoom Phone on my smart phone or mobile device?
- Can I record a call in Zoom Phone?
- How do I set up call delegation in Zoom phone?