

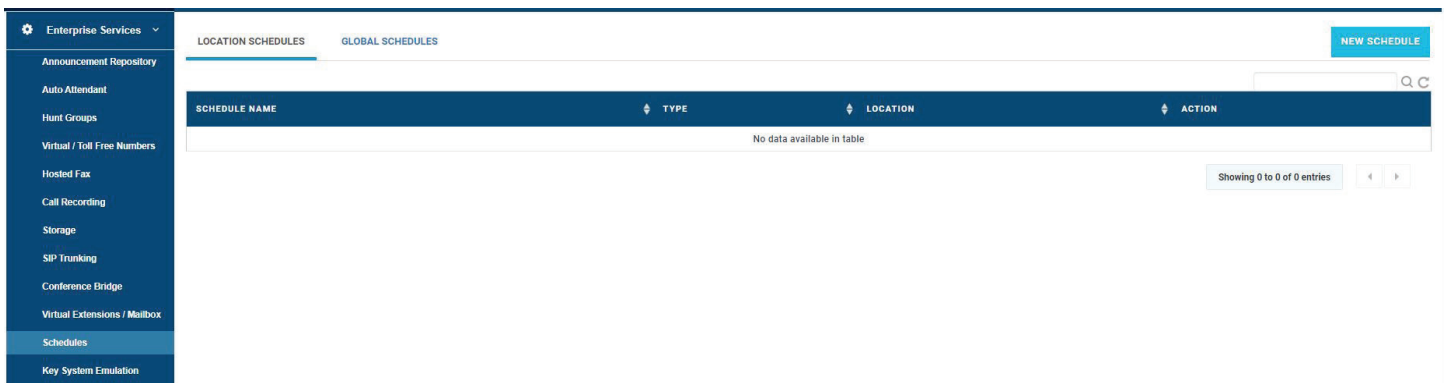
Managing and Editing Schedules in the Customer Administration Portal

Schedule based call routing is a tool used by **Hunt Groups**, **Auto Attendants**, and **Call Center Queues** to flow the calls to another extension or action during certain scheduled times, such as after hours or holidays.

Building Schedules

Schedules are found in the **Schedules** section of **Enterprise Services** within the **Customer Administration Portal**. You may have any number of schedules but they each must have a unique name.

*Schedules built as **Global Schedules** can be accessed by any service, regardless of location. This is generally the best tab to use to build schedules and is the place to find the default schedules.*



The screenshot shows the 'Schedules' page in the Customer Administration Portal. The sidebar on the left lists various services under 'Enterprise Services', with 'Schedules' highlighted. The main content area has two tabs: 'LOCATION SCHEDULES' and 'GLOBAL SCHEDULES'. A 'NEW SCHEDULE' button is located in the top right corner. Below the tabs is a table with the following columns: 'SCHEDULE NAME', 'TYPE', 'LOCATION', and 'ACTION'. The table is currently empty, displaying 'No data available in table'. A search box and a 'Showing 0 to 0 of 0 entries' indicator are also visible.

1. Press the **NEW SCHEDULE** button at the top.
2. Type in a unique schedule name in the **Schedule Name** text box.
3. Add events (see below).
4. When all of your events have been scheduled, press the **SAVE** button at the bottom.

Events are added one at a time and scheduled individually.

NEW EVENT ✕

DESCRIPTION

REPEAT EVENT **DISABLE** **ENABLE**

DAILY

WEEKLY

MONTHLY

YEARLY

REPEAT EVERY WEEK NEXT DAYS

SUN
MON
TUE
WED
THU
FRI
SAT

NO END DATE

END BY

FULL DAY

08 ▾

:

00 ▾

-

01-22-2020

--

17 ▾

:

00 ▾

-

01-22-2020

CANCEL
SAVE

1. Press **ADD EVENT**.
2. Give the event a unique name in **Description**.
3. Select the repetition interval (see the example above for a weekly Monday-Friday event type).
4. At the bottom, enter the start and end time for the event (in the example, we are scheduling the time before the office opens, so midnight AM to eight AM). Note these times are in 24 hour format.
5. When satisfied, press **SAVE**.
6. Continue adding events as you wish.

Hunt Groups and **Call Centers** use schedules to determine when calls are routed away from the service, while **Auto Attendants** use schedules to determine times when the service is engaged. To make an **After Hours** schedule for **Hunt Groups**, you would have three events: mornings (00:00 to 8:00 M-Fr), evenings (17:00 to 23:59 M-Fr), and weekends (Full Day Sat and Sun).

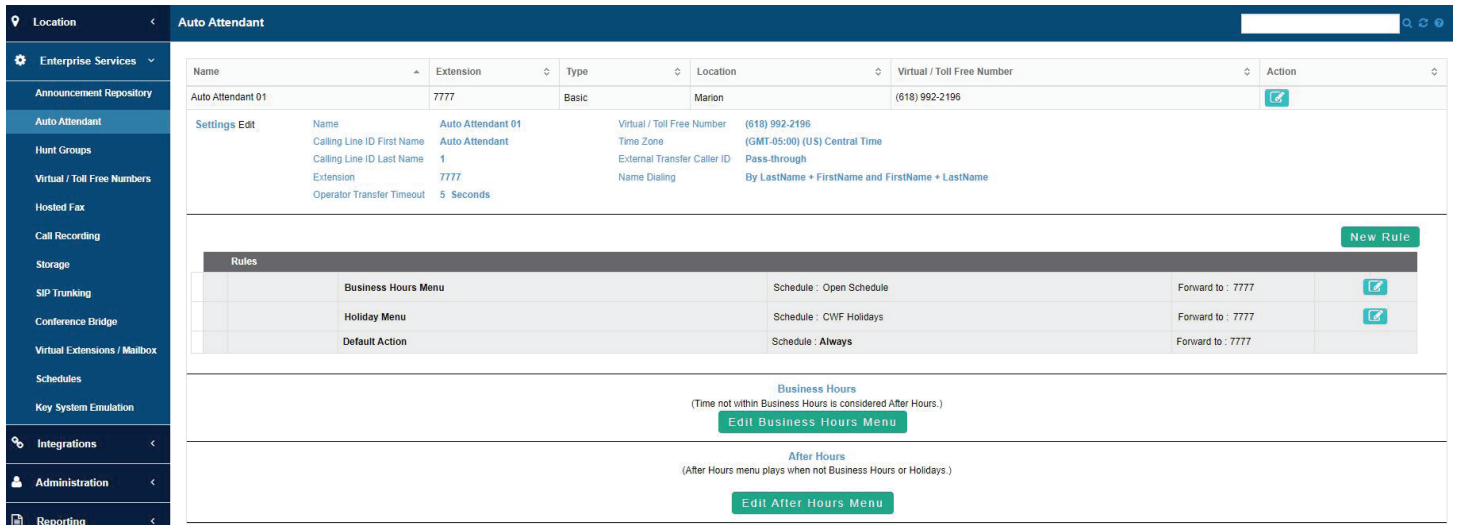
Applying Schedules

Use **Scheduled Call Routing** in the **Hunt Groups** and **Call Center Queues** to select the schedule you made.

For **Hunt Groups**, you can apply after hours schedules very easily.

You can also incorporate some layered scheduled events, as well.

For **Auto Attendants**, the schedule selected will determine which menu is used.



The screenshot displays the configuration page for an Auto Attendant. The left sidebar contains navigation options: Enterprise Services, Announcement Repository, Auto Attendant (selected), Hunt Groups, Virtual / Toll Free Numbers, Hosted Fax, Call Recording, Storage, SIP Trunking, Conference Bridge, Virtual Extensions / Mailbox, Schedules, Key System Emulation, Integrations, Administration, and Reporting.

The main content area shows the configuration for 'Auto Attendant 01' with the following details:

- Name:** Auto Attendant 01
- Extension:** 7777
- Type:** Basic
- Location:** Marion
- Virtual / Toll Free Number:** (618) 992-2196

Below the configuration details is a 'Rules' table with a 'New Rule' button:

| Rules | Schedule | Action |
|---------------------|--------------------------|-------------------|
| Business Hours Menu | Schedule : Open Schedule | Forward to : 7777 |
| Holiday Menu | Schedule : CWF Holidays | Forward to : 7777 |
| Default Action | Schedule : Always | Forward to : 7777 |

Additional sections include:

- Business Hours:** (Time not within Business Hours is considered After Hours.) with an **Edit Business Hours Menu** button.
- After Hours:** (After Hours menu plays when not Business Hours or Holidays.) with an **Edit After Hours Menu** button.