

Schedule

Feature Overview

Business never sleeps in today's world. Unfortunately, the same cannot be said for the people conducting business. Maintaining an effective channel of communication that balances the needs of the business and the realities of its employees is vital. Time schedules are used to route incoming calls based on the day of the week and/or time of day. Schedules will be classified as either Business Hours or Holiday. They can be assigned to Auto Attendants from My Site or Selective Call Forwarding from My Rules.

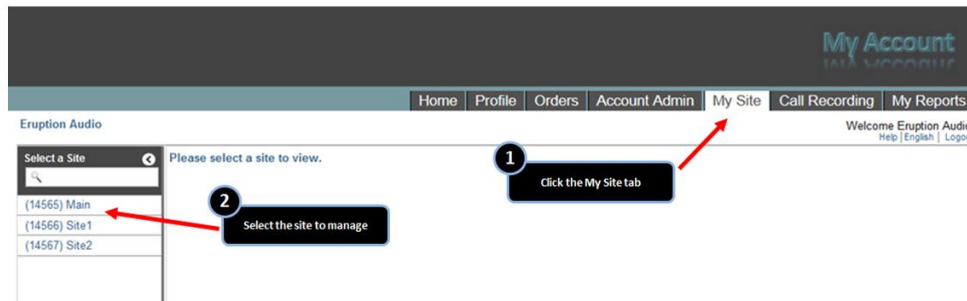
Schedule Notes

- Site Schedule is delivered with two pre-defined schedules used by the site Auto Attendant function:
 - AUTOATTENDANT-BUSINESS-HOURS
 - AUTOATTENDANT-HOLIDAY
- For proper Auto Attendant operation, verify that at least one event is defined in each of the pre-defined Auto Attendant schedules.
- If additional Site Schedules are defined, they will not impact Auto Attendant operation.
- User specific schedules can be implemented within My Rules in the My Phone dashboard. A user may use one of the existing Site Schedules, or create and manage user-unique schedules using My Schedules.
- During a Holiday Schedule, callers will be routed to After Hours settings.

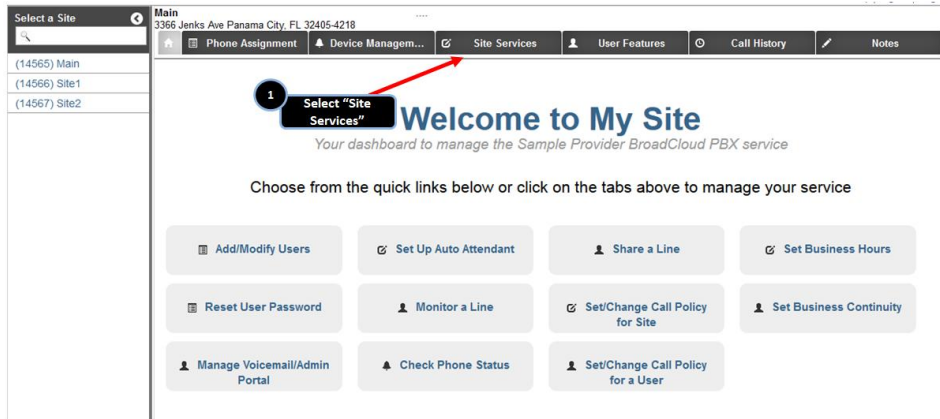
Feature Setup

To use this service, log in to My Account, then simply follow the steps detailed below.

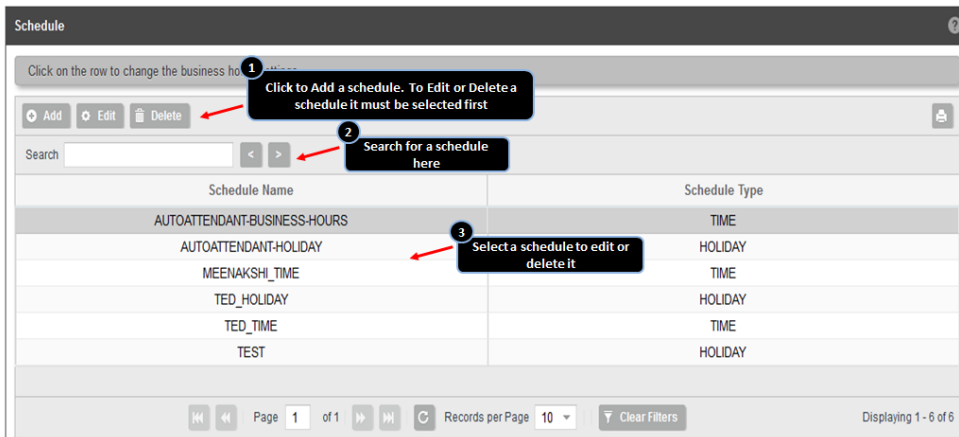
Step 1: Go to My Site and Select a Site



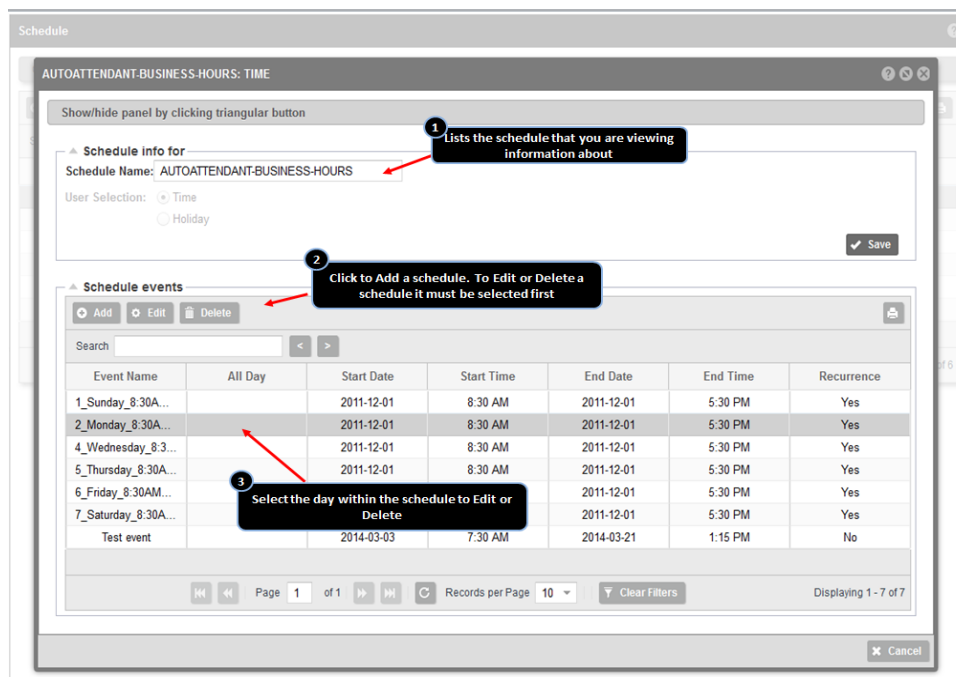
Step 2: Go to Site Services



Step 3: Select the Schedule to Configure



Step 4: Add/Edit Existing Schedule



1. Select a day within the schedule to edit. In the example above we are working with the schedule information associated with Monday.
2. The schedule starts and ends on 12/1/11. But since we are setting up a recurring pattern for this day, we are covered.
3. The schedule starts at 8:30am and ends at 5:30pm. This is known as the business hours for that day. To add a schedule associated with off-business hours, a new schedule will need to be created from the main page.
4. Select the recurrence pattern for this event. Since we are working with a weekday that business hours apply to, select the weekly recurrence. A yearly selection would be made for holidays. None would be selected for an occasion outside of a holiday or a special event at your office.
5. Select Monday to have this schedule recur on that day every week.
6. Each step needs to be repeated for every other day of the week.

Step 5: Add/Edit Holiday

1000.1
1009 Pruitt Rd Suite B The Woodlands, TX 77380

Phone Assignment Device Managem... Site Services User Features Call History Notes

Hide Buttons

AUTOATTENDANT-HOLIDAY: HOLIDAY

Show/hide panel by clicking triangular button

1 Lists the schedule that you are viewing information about

▲ Schedule info for
Schedule Name: AUTOATTENDANT-HOLIDAY
User Selection: Time Holiday

▲ Schedule events

Search

Event Name	All Day	Start Date	Start Time	End Date	End Time	Recurrence
Add		2014-03-05	0:00 AM	2014-03-27	6:00 AM	No
Ash Wednesday	<input checked="" type="checkbox"/>	2012-02-10				
Christmas	<input checked="" type="checkbox"/>	2012-12-04				
Columbus Day	<input checked="" type="checkbox"/>	2012-10-08				
Event 3		2014-03-10	0:15 AM	2014-03-29	2:15 AM	No
Event 4	<input checked="" type="checkbox"/>	2014-03-10				
Event 6		2014-03-10	1:00 AM	2014-03-29	2:00 AM	No
Independence ...	<input checked="" type="checkbox"/>	2012-07-06				
Labor Day	<input checked="" type="checkbox"/>	2012-09-03				
Martin Luther ...	<input checked="" type="checkbox"/>	2012-01-16				

1 Select to Add, Edit or Delete a holiday event

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Hide Buttons

AUTOATTENDANT-HOLIDAY: HOLIDAY

Edit Event

1 Name the holiday event. Up to 31 characters

Event Name: Christmas

All day event

2 Select the start and end date of the holiday event

Start Date: 12/25/2014

End Date: 12/25/2014

3 Select the start and end time of the holiday event

Start Time: 12:00 AM

End Time: 11:45 PM

4 Select the recurrence pattern of the holiday event

Recurrence pattern: None Weekly Yearly

5 Select when this yearly holiday event will recur

Recur every 1 year on: On December 25 On the First Sunday of January

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1. Name the holiday event. In the example above we are scheduling Christmas.
2. The schedule starts and ends on 12/25/14. But since we are setting up a recurring pattern for this holiday we will also apply this schedule to the future years.
3. The schedule starts at 12:00am and ends at 11:45pm. This covers the full day. Conversely you could also select the "All day event" box.
4. Select the recurrence pattern for this event. In this case we selected the yearly recurrence.
5. Select Monday to have this schedule recur on that day every week.
6. Each step would need to be repeated for any other holidays.

NOTE: There is a thirty-one character limitation when naming a holiday.