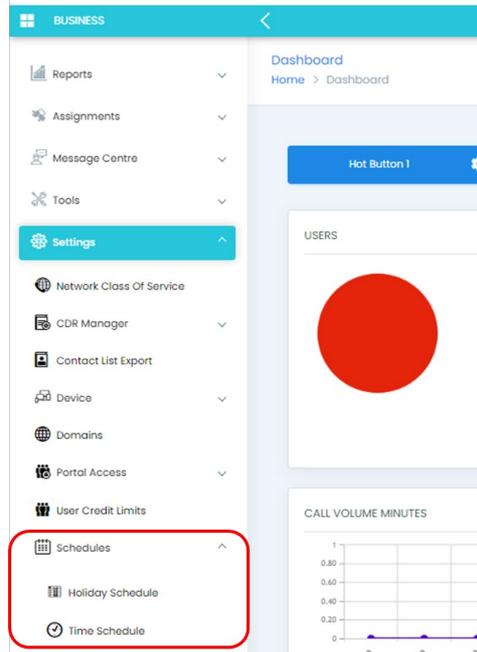


Setting schedules

February 2023

Setting holiday and out-of-hours schedules

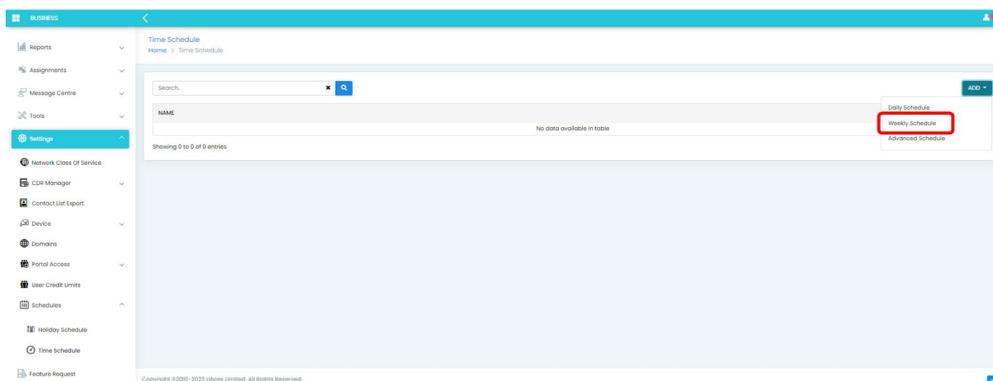
From the left menu, select **'Settings'** -> **'Schedules'** to set your holiday or time schedule.



Time schedules

Select Time Schedule from the dropdown and select the **ADD** button

To configure the out of hours times, select **'Weekly Schedule'** and on the next screen add a schedule name.



For out of hours, insert the times for Monday through to Friday (Saturday and Sunday too if required).

Note: If the start date is Monday, then the end date will be Tuesday etc. For out of hours the start time needs to be one minute after the opening hour's end time and one minute before the opening hour's start time. If the business is closed over the weekend remember that Friday's start date will have Monday as the end date, as in the example below.

New : Schedule
 Home > Time Schedule > New : Schedule

Schedule Name*

Events

START DATE	TIME (MUST BE IN HH:MM FORMAT)	END DATE	TIME (MUST BE IN HH:MM FORMAT)
Monday	17:01	Tuesday	08:59
Tuesday	17:01	Wednesday	08:59
Wednesday	17:01	Thursday	08:59
Thursday	17:01	Friday	08:59
Friday	17:01	Monday	08:59
NotSet		Monday	

Once details are completed, press .

Holiday schedules

Select **Holiday Schedule** from the dropdown and select the  button.

Enter a name for the Schedule e.g. 2023 Public Holidays.

Complete the Event Name, if appropriate, tick the All Day Event box, select the start date and the end date.

Schedule Name*

Events

SELECT EVENT	EVENT NAME	ALL DAY EVENT	START DATE	START HOUR	START MINUTE	END DATE	END HOUR	END MINUTE
<input type="checkbox"/>	Christmas Day	<input checked="" type="checkbox"/>	25-Dec-2023	00	00	25-Dec-2023	00	00
<input type="checkbox"/>	Boxing Day	<input checked="" type="checkbox"/>	26-Dec-2023	00	00	26-Dec-2023	00	00
<input type="checkbox"/>	New Years Day	<input checked="" type="checkbox"/>	01-Jan-2024	00	00	01-Jan-2024	00	00
<input type="checkbox"/>		<input type="checkbox"/>		00	00		00	00
<input type="checkbox"/>		<input type="checkbox"/>		00	00		00	00
<input type="checkbox"/>		<input type="checkbox"/>		00	00		00	00
<input type="checkbox"/>		<input type="checkbox"/>		00	00		00	00

Once details are completed press .

Adding holiday schedules to Auto Attendant

From the left-hand menu bar, select '**Assignments - Service Assignments**' to show the assigned services.

Service Assignments (14)

SERVICE NAME	INSTANCE NAME	PHONE NUMBER	EXTENSION	PHONE NUMBER REFERENCE	SITE	START DATE	RECURRING CHARGE
Auto Attendant - Multi Level	AA Demo	+441284100108	100108		New Head Office	01-Jan-2022	1.90
IV-Incoming Calling Plan	Incoming Calling Plan				New Head Office	01-Jan-2022	0.00
IV-Incoming Calling Plan	Incoming Calling Plan				First's Road	01-Jan-2022	0.00
IV-Outgoing Calling Plan	Outgoing Calling Plan				New Head Office	01-Jan-2022	0.00
IV-Outgoing Calling Plan	Outgoing Calling Plan				First's Road	01-Jan-2022	0.00
Enhanced Outgoing Calling Plan	Enhanced Outgoing Calling Plan				New Head Office	01-Jan-2022	0.00
Enhanced Outgoing Calling Plan	Enhanced Outgoing Calling Plan				First's Road	01-Jan-2022	0.00
Enhanced Outgoing Calling Plan	Enhanced Outgoing Calling Plan			123456789012345678901234567...	New Head Office	01-Jan-2022	0.00
Enhanced Outgoing Calling Plan	Enhanced Outgoing Calling Plan				Test Site Basingstoke	01-Jan-2022	0.00
Music On Hold	MusicOnHold				New Head Office	01-Jan-2022	0.00
Music On Hold	MusicOnHold				First's Road	01-Jan-2022	0.00
Pick-Up Group	Demo pick up				New Head Office	01-Jan-2022	0.00
Voice Messaging Group	Voice Portal				New Head Office	26-May-2022	0.00
Voice Messaging Group	Voice Portal				First's Road	26-May-2022	0.00

Select the required Auto Attendant service and from the menu bar select **Holiday**.

Edit : AA Demo
Home > New Head Office > Service Assignments > Edit : AA Demo

GENERAL BUSINESS HOURS AFTER HOURS ASSIGNMENTS SERVICE CONFIGURATION CALL POLICIES ANNOUNCEMENT SUBMENU **HOLIDAY** ACTIVITY LOG

AUTO ATTENDANT - MULTI LEVEL

Instance ID* 01284100108@voice.uk.level3.com Change Instance ID

Instance Name* AA Demo

Description

Calling Line ID First Name* AA Demo

Calling Line ID Last Name* 01284100108

VoIP Number +441284100108

Extension* 100108

Language English

Time Zone (GMT +00:00) Europe/London

Business Hours Every Day All Day

Enable Video

The Holiday page is now presented. From the Holiday Schedules dropdown, select the required holiday schedule.

GENERAL BUSINESS HOURS AFTER HOURS ASSIGNMENTS SERVICE CONFIGURATION CALL POLICIES ANNOUNCEMENT SUBMENU HOLIDAY ACTIVITY LOG

HOLIDAY

Use Default Greeting

Enable First level Ext Dialing

Holiday Schedules

Please note that if the extension includes a feature access code it will not appear in the auto attendant

KEY	DESCRIPTION		IS EXTENSION
0		Transfer To Operator	<input type="checkbox"/>
1		Extension Dialing	<input type="checkbox"/>
2		Name Dialing	<input type="checkbox"/>
3		None	<input type="checkbox"/>
4		None	<input type="checkbox"/>
5		None	<input type="checkbox"/>
6		None	<input type="checkbox"/>
7		None	<input type="checkbox"/>
8		None	<input type="checkbox"/>
9		None	<input type="checkbox"/>
*		None	<input type="checkbox"/>
#		None	<input type="checkbox"/>

SAVE CANCEL

Adding a schedule to the Call Forward Selective service

Select the user or service (e.g., Hunt Group with the Call Forward Selective service) and select Service Configuration from the top menu bar.

My Profile **Service Configuration** Reports Settings

Andy Carroll

Home > New Head Office > Business Users > Edit: Andy Carroll

PROFILE VOIP ACCOUNT DETAILS CREDIT LIMITS PACKAGE & SERVICE DEVICES BATCH

Site Name

User Type

First Name

Last Name

Department

User Id [CHANGE USER ID](#)

Password - Uboss Portal & User Apps Confirm Password - Uboss Portal & User Apps

Password - Service/Features Login Confirm Password - Service/Features Login

Time Zone

Language

Email Address

Contact Mobile No

Block Access to Uboss

Network Class Of Service

SAVE RESTORE DELETE NOW CANCEL RESEND WELCOME NOTE

Select the Call Forwarding Selective service from the Service list.

SERVICE	DESCRIPTION
[W] Alternate Numbers	Allow up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.
[W] Announcement Repetition	
[W] Announcement Call Selection (Service is not assigned to the subscriber. Please contact your System Administrator)	
[W] Automatic Callback (Callback)	
[W] Barge-In Service (Service is not assigned to the subscriber. Please contact your System Administrator)	Block barge-in attempts from other users with Directed Call Pickup with Barge-In.
[W] Busy Lamp Field (Service is not assigned to the subscriber. Please contact your System Administrator)	Allows you to create a list of users to monitor via your SIP Attendant Console Phone.
[W] Call Forwarding Always	Automatically forward all your incoming calls to a different phone number.
[W] Call Forwarding Busy	Automatically forward your calls to a different phone number when your phone is busy.
[W] Call Forwarding No Answer	Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
[W] Call Forwarding Not Reachable	Call Forwarding Not Reachable
[W] Call Forwarding Selective	Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.
[W] Conference Transfer (Service is not assigned to the subscriber. Please contact your System Administrator)	
[W] Call Pickup Group	
[W] Call Transfer	

Select the **Criteria** tab, add a name, and select the required schedules from the **Time schedule** and **Holiday schedule** dropdown options as required.

Complete other settings as required and select .

To activate the Call Forwarding Selective service, select the **Enabled** box in the **General** tab and then select .

My Profile Service Configuration Reports Settings

Call Forwarding Selective

Home > New Head Office > Andy Carroll > Service Configuration > Call Forwarding Selective

GENERAL CRITERIA

GENERAL

Enabled

Default Forward To Member

Play Ring Reminder

CRITERIA

ACTIVE	CRITERIA NAME	TIME SCHEDULE	CALL FROM
No records found			

SAVE CANCEL