

Gear up your PBX

Cut Costs, Boost Profits

Version 20160226

Time Based Scheduling



Goal of this Module

- Automate Routing Destinations based on Time/Day
 - For Inbound Rules
 - For Extension Profiles
 - Handling of Holidays

Concept: Office Hours

- Defines 3 States based on time
 - **In** Office Hours (*working*)
 - **Break** Times (*eating, extensions only*)
 - **Out** of Office Hours (*sleeping*)
- Can alter Behavior of
 - Inbound Rules
 - Extensions

Definition: Global Office Hours

- A day-by-day time schedule
- On a weekly basis
- Defines when the **whole** PBX is:
 - **In** Office Hours
 - **Break** Times (only apply for extensions)
 - **Out** of Office Hours

Configuring Global Office Hours

- Management Console → Settings → Office Hours & Holidays
- Set the In Office Hours and Break Times
- All other hours are considered Out of Office Hours

Office Hours Settings

OK

Cancel

Help

Configure Office Hours

Configure System Wide In Office Hours and Break times. Calls will be routed accordingly.

Office Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09:00 - 17:00 Configure	09:00 - 17:00 Configure	09:00 - 14:00 16:00 - 19:00 Configure	09:00 - 17:00 Configure	09:00 - 17:00 Configure	09:00 - 14:00 Configure	Configure

Break times

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00 - 13:30 Configure	13:00 - 13:30 Configure	12:45 - 13:15 Configure	13:00 - 13:30 Configure	13:00 - 13:30 Configure	11:00 - 11:30 Configure	Configure

Definition: Specific Office Hours

- A day-by-day time schedule
 - On a weekly basis
- Can be set **individually** for each:
- Inbound Rule
 - Extension
- **Overrides** Global Office Hours

Definition: Holidays

- Specific Hours of a Single Day
- Or a Range of Day(s)
- On an annual basis
- Defines when the whole PBX is in Holiday mode

Configuring Holidays

- Management Console → Settings → Office Hours & Holidays
- Set Single or Range of Days that are Holidays
- Set the Prompt to be played on each Holiday

Configure Holidays

System will be switched to Out Of Office hours mode on these days and times

+ AddEditDelete

Name	Date	Time	Is Every Year	Prompt
Xmas	From 25 December To 26 December	00:00 - 23:59	Every Year	OfficeClosed.wav
Xmas Eve	24 December	15:00 - 23:59	Every Year	OfficeClosed.wav
4th of July	4 July	00:00 - 23:59	Every Year	OfficeClosed.wav

Concept: Inbound Routing - Global Office Hours

- Management Console → Inbound Rules → select your Inbound Rule
 - Destination for calls during office hours → **In** Office Hours
 - Destination for calls outside office hours → **Outside** Office Hours
 - If *Set up Specific Office Hours for this Trunk* is unchecked, then **Global Office Hours** are used

Ariadna Sarah OK Cancel Help

Routing of calls to Main Number

Destination for calls during office hours

Extension ▼

100 Ariadna Sarah ▼

Destination for calls outside office hours

Voicemail box for Extension ▼

100 Ariadna Sarah ▼

☐ Set up Specific Office Hours for this trunk

☐ Play holiday prompt when it's a global holiday

Concept: Inbound Routing - Specific Office Hours

- Management Console → Inbound Rules → select your Inbound Rule
 - Check Option *Set up Specific Office Hours for this Trunk*
 - Set the times
 - Inbound Rule *will ignore* Global Office Hours
 - Routing done based on the *Specific Office Hours* instead

Routing of calls to Main Number

Destination for calls during office hours

Extension ▼

100 Ariadna Sarah ▼

Destination for calls outside office hours

Voicemail box for Extension ▼

100 Ariadna Sarah ▼

☒ Set up Specific Office Hours for this trunk

Office Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00 - 21:00	13:00 - 21:00	13:00 - 21:00	11:00 - 15:00	13:00 - 21:00	Configure	Configure
Configure	Configure	Configure	17:00 - 21:00	Configure		
			Configure			

☐ Apply these office hours even if it's a global holiday

☐ Play holiday prompt when it's a global holiday

Concept: Inbound Routing - Holidays

- Management Console → Inbound Rules → select your Inbound Rule
 - Check Option *Play holiday prompt when it's a global holiday*
 - If it's Holiday → Global and Specific Office Hours are **ignored**
 - **Caller** hears the set **Prompt** depending on Holiday
 - Then **Caller** is **transferred** to the **HOL** Digital Receptionist

The screenshot shows the 'Ariadna Sarah' management console interface. At the top, there are 'OK' and 'Cancel' buttons, and a 'Help' icon. Below the header, there is a section for 'Extension' with a dropdown menu showing '100 Ariadna Sarah'. Underneath, there is a section for 'Destination for calls outside office hours' with a dropdown menu showing 'Voicemail box for Extension' and another dropdown menu showing '100 Ariadna Sarah'. At the bottom, there are two checkboxes: 'Set up Specific Office Hours for this trunk' (unchecked) and 'Play holiday prompt when it's a global holiday' (checked). The 'Play holiday prompt when it's a global holiday' checkbox is highlighted with a green border.

Concept: Extension Profile Switching

- Management Console → Extensions → edit your Extension → **Forwarding Rules** tab
- Check **Set to Available during office hours** in the **Auto Switch** section

100 Ariadna Sarah

OK Cancel Help

General Voicemail **Forwarding Rules** Phone Provisioning BLF Options Rights Integration

Auto Switch

Automatically switch status to available during office hours

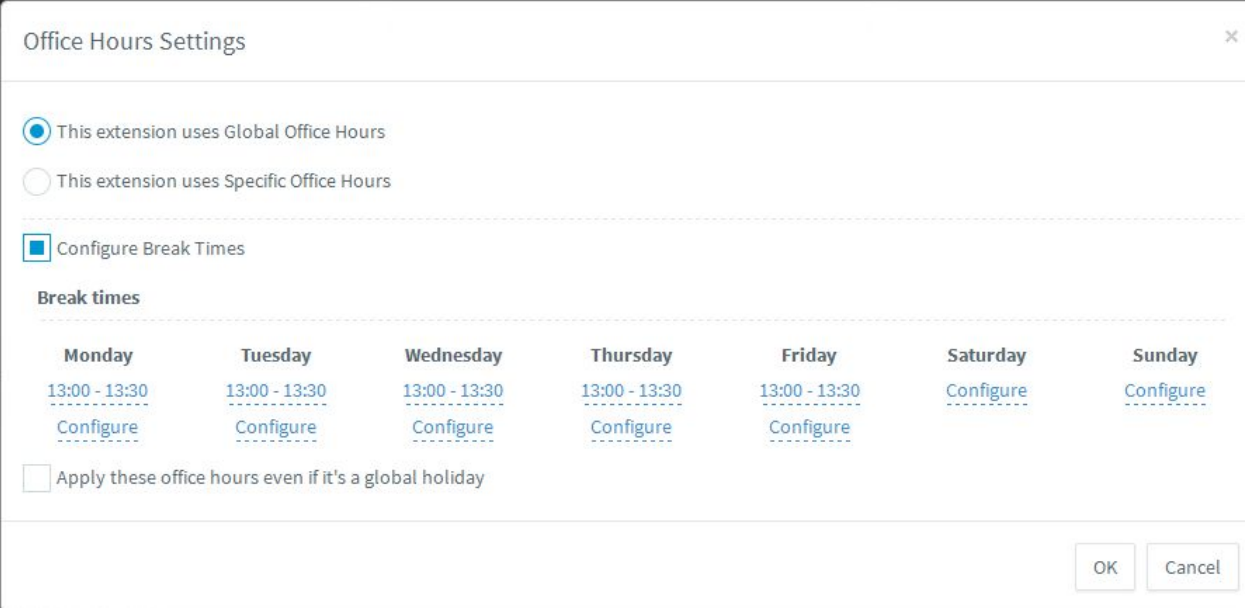
☐ Set to Available during office hours Configure

Concept: Extension Profile Switching

- Extension Profile will **automatically** change
 - **In** Office Hours → **Available** Profile
 - **Break** Time → **Away** Profile
 - **Outside** Office Hours → **Do not Disturb** Profile
- Extension behaves based on **new Profile**

Concept: Extension Profile Switching - Global

- Press **Configure** → Select *This extension uses Global Office Hours*
 - Profile will change based on Global Office Hours
 - Set per Extension Break Times to **override** the Global Break Time



Office Hours Settings

☒ This extension uses Global Office Hours

☐ This extension uses Specific Office Hours

☒ Configure Break Times

Break times

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	Configure	Configure
Configure	Configure	Configure	Configure	Configure		

☐ Apply these office hours even if it's a global holiday

OK Cancel

Concept: Extension Profile Switching - Specific

- Press **Configure** → Select *This extension uses Specific Office Hours*
- Set **Specific** Office Hours
 - Profile will change based on Specific Office Hours
 - Set per Extension Break Times to **override** the Global Break Times
 - Schedule applies **only** for this Extensions

Office Hours Settings

☐

This extension uses Global Office Hours

☒

This extension uses Specific Office Hours

Office Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Configure	Configure
Configure	Configure	Configure	Configure	Configure		

☒ Configure Break Times

Break times

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	Configure	Configure
Configure	Configure	Configure	Configure	Configure		

☐ Apply these office hours even if it's a global holiday


OK

Cancel

Tip: Correct Office Hours Declaration

- Correct Time Ranges





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More Training Material at:
www.3CX.com/3CXAcademy

