

onecom

Quick Guide

Amending Telephony Schedules

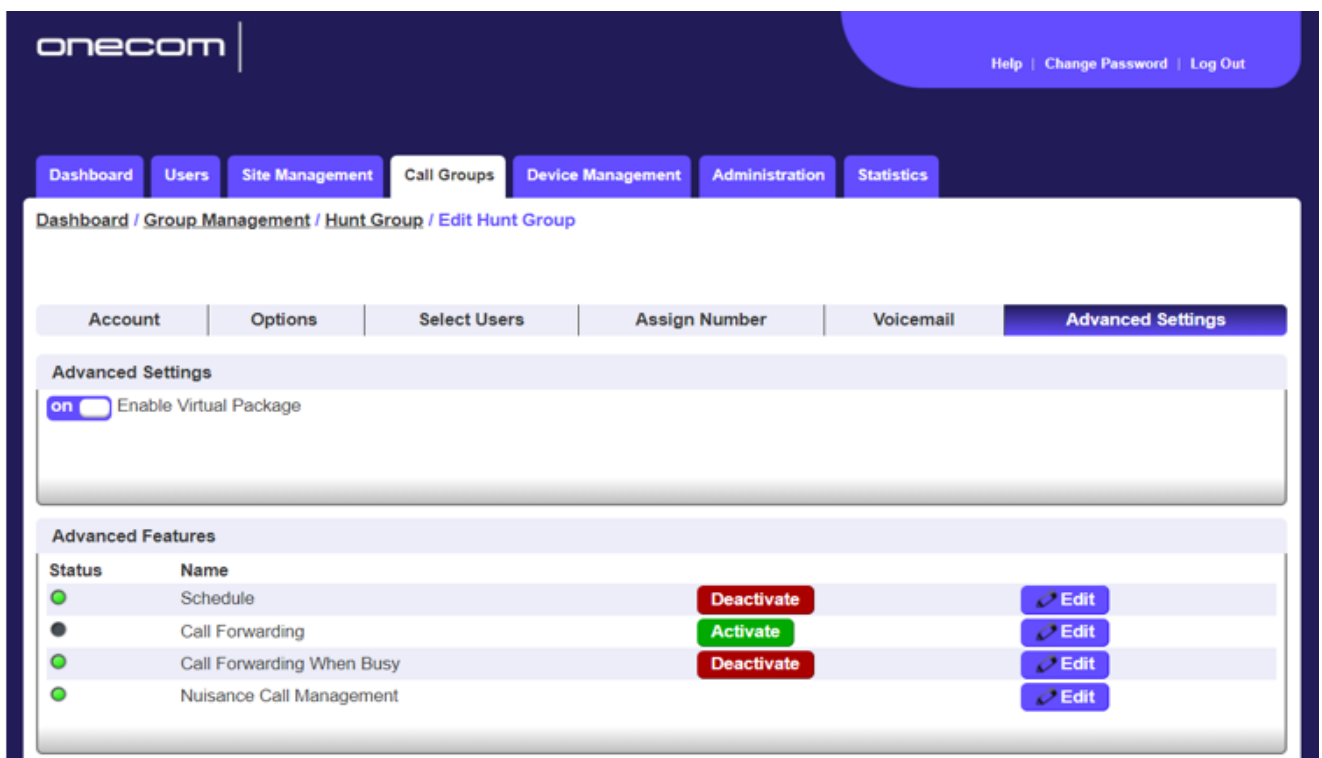


Amending Telephony Schedules for Temporary Closures

- From the Telephony Dashboard, go to Call Groups – Hunt Groups and click Edit on the relevant hunt group.



- Click on Advanced Settings and then click Edit next to Schedule



The number calls are diverted to during the scheduled hours. In this example it's a voicemail hunt group

Forward To:

Advanced Settings

Advanced Settings

Enable Virtual Package WH7T

Advanced Features

Status	Name	Deactivate	Edit
●	Schedule	Deactivate	Edit
●	Call Forwarding	Activate	Edit
●	Call Forwarding When Busy	Deactivate	Edit
●	Nuisance Call Management	Deactivate	Edit

Schedule

Forward To:

Do not use a schedule Use the following schedule

Closed Hours:

Additional Routing:

Save

- Add a new schedule**
- Edit the existing schedule**
- View the current schedule**

3. To add a temporary schedule for short closures like bank holidays, you will need to use additional routing to override the main schedule. This will return to normal when the event ends.

◀ today
March 2020
month week day X

Mon	Tue	Wed	Thu	Fri	Sat	Sun
24	25	26	27	28	29	1 Weekend Closed
2 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	3 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	4 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	5 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	6 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	7 Weekend Closed	8 Weekend Closed
9 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	10 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	11 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	12 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	13 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	14 Weekend Closed	15 Weekend Closed
16 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	17 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	18 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	19 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	20 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	21 Weekend Closed	22 Weekend Closed
23 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	24 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	25 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	26 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	27 0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	28 Weekend Closed	29 Weekend Closed

As you can see from the schedule, the current opening hours are 8 AM – 6 PM Monday – Friday, so this schedule is broken into 3 separate sections, AM, PM and then weekend.

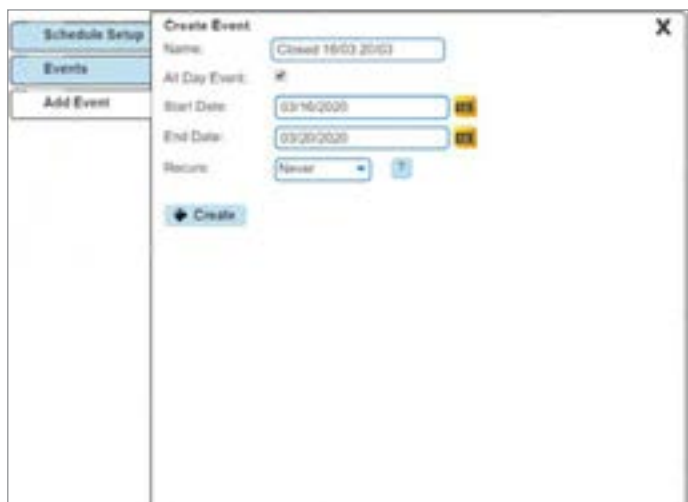
4. Click the Plus next to Additional Routing to create a new schedule, choose a different colour than the normal schedule so you can differentiate between the two, add a name and click Create.



5. If you're closing for 1 or more consecutive days, enter the relevant date(s) and click Create.

The below examples show a single day closure, followed by a 4 day closure.

The weekend is already set as closed and not included.

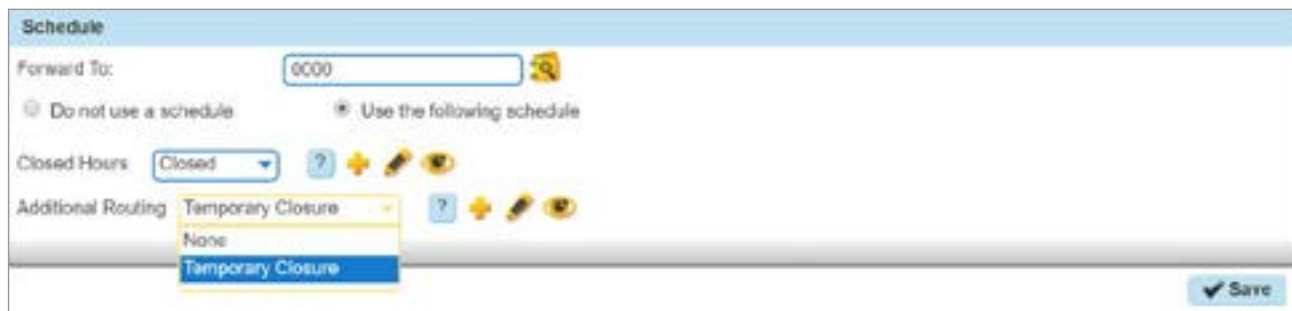


6. If you will only be closing for part of the day, untick the All Day Event option and then select the closure times from the dropdowns.

7. Once you've created your event, you can continue to add further events, like bank holidays.



8. You can now close this pop up box, select your new schedule in the drop down and click Save.



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As an independent telecoms provider, we help business of all sizes with their communication needs. It's easy to supply a network, but it's the added value we bring that sets us apart in the marketplace.

We provide a pro-active level of service to all of our customers with a billing management platform unique to us and built from the customers perspective.

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