

Time Schedule per DDI number

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Feature first available:

iPECS Cloud version 4.0.

Description:

A customized time schedule can now be applied on each individual DDI number.

Programmability:

This setting can be changed in the Customer Manager (CM) web portal.

Important: The 'Time' setting shown below will only be present when the DDI has not yet been programmed or is currently set to 'Converted Number Type' of 'Digit'. In practice, this means that the DDI cannot be assigned directly to any device on the system, e.g. user, Auto Attendant, Hunt Group, etc. Thus, if it is necessary to configure a time schedule on such a DDI, first go to that device and set the 'Direct Dial Call Number' to 'None' and then the DDI will become modifiable as shown below.

In CM under Call Manager -> DDI Summary, click on the DDI that you want to assign a time schedule.

The screenshot shows the Customer Manager (CM) web portal interface. On the left is a navigation menu with categories like Company, User, Call Manager, Status View, License Management, Call History, and My Home Setting. The main content area is titled 'My Home' and 'DDI Summary'. It features a search bar and a table of DDI Convert List. The table has columns for Site, DDI, Time Zone, and Converted Number Type. Below the table is a configuration form for a selected DDI. The 'Time' field in the form is highlighted with a red box, showing the 'Always' option selected.

	Site	DDI	Time Zone	Converted Number Type	Always
1	<input checked="" type="checkbox"/> Main	615622			
2	<input type="checkbox"/> Main	615622		Hunt Group	401

Site	Main
DDI	615622
Converted Type	Digit
Time *	Always
Converted Number *	
AlphaTag	
Remark	

When you set the 'Time' field to 'Time Schedule', you will see the 'Time Schedule' field appear with the options shown below.

Time *	Time Schedule	
Time Schedule *	Override	--- Please select ---
Day	--- Please select ---	
Night	Company Time Schedule	
Timed	Site Time Schedule	
	Override	

- Company Time Schedule - Sets the DDI to use the Time Schedule set as the default in CM -> Company -> Time Schedule.
- Site Time Schedule - If you have multiple sites defined, this will set the DDI to use the Time Schedule set as default for the site to which the DDI is assigned. In the example above, this DDI is assigned to site "Main".
- Override - This allows you to manually select from any time schedules that are already predefined in CM -> Company -> Time Schedule.

If 'Override' is the option selected in the previous field, then the field to the right of it becomes selectable as shown below.

Time *	Time Schedule	
Time Schedule *	Override	--- Please select ---
Day		--- Please select ---
Night		System Default Time Schedule
Timed		Test Override

NOTE: This dropdown box can only display time schedules that are already defined in CM -> Company -> Time Schedule, so if something other than the default is required, it must first be defined in that screen.