

Time Schedule (Manager Portal)

Last Modified on 08/10/2020 2:12 pm EDT

Time schedules define the operating hours of a customer and can be defined for their entire company or at a site level.

You can make one schedule the default schedule. By default this is assigned to the entire company (all sites); but can be overridden to use another schedule at the site level under Site Management.

View schedules

- Expand Company and click Time Schedule to see all schedules that have been created.

Time Schedule

Time Schedule List (15 Licenses)				
<input type="checkbox"/>	Schedule Name ↕	Description	Default Time Schedule	Update Time
1	<input type="checkbox"/> ACD Default TS			2017-12-12 14:26:37
2	<input type="checkbox"/> SP Default Time Schedule	SP Default Time Schedule	Default	2017-12-12 14:25:51

Page 1 of 1 | 10 | View 1 - 2 of 2

[Add](#) [Modify](#) [Delete](#)

Add schedule

1. Click Add.
2. Describe the new schedule:

Schedule Name *	<input type="text"/>
Change Mode	Automatic ▼
Description	Automatic
Default Time Schedule	Manual

- For Change Mode, select Automatic to follow defined hours or Manual to override the defined hours and force a particular path, Day, Night, or Timed, to be followed for call routing purposes.
 - Please review Customer Manager -> Call Manager -> DDI Summary to verify call paths exist for the desired period.
- Check Default Time Schedule to make this the default schedule.

3. Click the Schedule tab:

Schedule		Holiday Option						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Holiday Option	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	Weekday ▾	
Day Start	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	
Night Start	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	
Timed Start / Timed End	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	
	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	00 : 00	

Save **Cancel**

- For each day in the schedule, you can set the following options.
- Holiday Option: This has two options.
 - Weekday: This is the normal setting and will follow all predefined holidays and defined hours for the day.
 - Holiday: This is an override setting that does the following.
 - All Start and End values will be disabled.
 - Calls will be forced to their Night destination (if one exists).
 - The 'System Service Time Mode Change' feature cannot override this setting.
- Specify the Day Start and Night Start using the format hour:minute. For hour, enter 00-23 and for minute enter 00-59.
 - Recommendation: For companies that are closed the on the weekends, set the Day Start to 00:00 and the Night Start to 00:01 for those days.
- Timed Start / Timed End is an optional setting for a given day. Most often, this is used for offices that are closed during a lunch hour.

Add holiday

- On the Holiday Option tab, click Add.
 - NOTE:** These dates are NOT actually referenced if the 'Holiday Option' in the schedule is set to 'Holiday'.

Schedule		Holiday Option	
<input type="checkbox"/>	Holiday Option ↕	Holiday Option Name	
1	<input type="checkbox"/> 07 ▾ / 04 ▾	Fourth of July	
2	<input type="checkbox"/> 11 ▾ / 22 ▾	Thanksgiving	
3	<input type="checkbox"/> ▾ / ▾		

View 1 - 3 of 3

Add **Delete**

Save **Cancel**

2. Select holiday's month and date from the Holiday Option dropdowns.

- Recommendation: It is typically best practice to configure all the holidays at the start of a given year, including the next year's New Year's Day.

2. Enter the Holiday Option Name.

3. Click Save.
