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 button

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

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B Feature Request		Copyright 6200-2031 Model Limited. All Rights Reserved.

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	Out of Hours		
🖉 Events			
START DATE	TIME (MUST BE IN HHMM FORMAT)	END DATE	TIME (MUST BE IN HHMM 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 🗸	
Caracian Contractor		64 - P	

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	2023 Public	Holidays									
🖉 Events											
SELECT EVENT	EVENT NAME	ALL DAY EVENT	START DATE	START HOUR	START MINUTE		END DATE	END HOUR		END MINUTE	
	Christmas Day		25-Dec-2023	00 🗸	00	~	25-Dec-2023	00	~	00	~
	Boxing Day	×	26-Dec-2023	00 ~	00	~	26-Dec-2023	00	~	00	~
	New Years Day	~	01-Jan-2024	00 🗸	00	~	01-Jan-2024	00	~	00	~
				00 🗸	00	~		00	~	00	~
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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.





BUSINESS					*
A My Account	¥	Service Assignments Home > Service Assignments			
as Client	~				
Sh Billing		Service Assignments (I4)			ADD
Reports	~	Deatch A 4	SITE	START DATE	RECURRING CHARGE
S Assignments	^	Auto Attendont - Multi Level AA Demo +441284100108 100108	New Head Office	01-Jan-2022	1.90
AND Devices		BW-Incoming Calling Plan Incoming Calling Plan	New Head Office	01-Jan-2022	0.00
Pag Dovice	~	BW-Incoming Calling Flam Incoming Calling Flam	First's Road	01-Jan-2022	0.00
🔹 Package Assignment		BW-Outgoing Colling Fian Outgoing Colling Plan	New Head Office	01-Jan-2022	0.00
Phone Numbers		BW-Outgoing Calling Plan Outgoing Calling Plan	First's Road	01-Jan-2022	0.00
-	ר	Enhanced Outgoing Calling Plan Enhanced Outgoing Calling Plan	New Head Office	01-Jan-2022	0.00
Service Assignments		Enhanced Outgoing Calling Plan Enhanced Outgoing Calling Plan	First's Road	01-Jan-2022	0.00
Call Centre Settings	~	Enhanced Outgoing Calling Plan Enhanced Outgoing Calling Plan	123456789012345678901234567_	01-Jan-2022	0.00
		Enhanced Outgoing Calling Plan Enhanced Outgoing Calling Plan	Test Site Basingstoke	01-Jan-2022	0.00
Amessage Centre	\sim	Music On Hold MusicOnHold	New Head Office	01-Jan-2022	0.00
20		Music On Hold MusicOnHold	First's Road	01-Jan-2022	0.00
3% Tools	~	Pick-Up Group Demo pick up	New Head Office	01-Jan-2022	0.00
Settings	~	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
B Feature Request		100 \lor rows per page			

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

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Edit : AA Demo Home > New Head Office > Service Assignments > Edit : AA Dem	10	
	_	
GENERAL BUSINESS HOURS AFTER HOURS ASSIGNMENTS	SERVICE CONFIGURATION CALL POLICIES ANNOUNCEMENT SUBMENU HOLIDAY ACTIVITY LOG	
🕼 AUTO ATTENDANT - MULTI LEVEL		
Instance ID'	01284100108gwolce.uk/level3.com	Change Instance ID
Instance Name"	AA Demo	
Description		
Calling Line ID First Name"	AA Demo	
Calling Line ID Last Name"	01284100108	
VolP Number	+441284100108	
Extension	100108	GET NEXT EXTENSION
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.



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First level 0	Duth Dialing		
note that if	s I the extension includes a texture access code it will not conservin the outputtence	None	~
	DESCRIPTION	Public Holidoy test (Business)	IS EXTENSION
		Transfer To Operator	 Image: A set of the set of the
		Extension Dialing	~
		Name Dialing	~
		None	~

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.

Carroll		
> New Head Office > Business Users > Edit : An	dy Carroll	
OFILE VOIP ACCOUNT DETAILS CREDIT LIMITS	PACKAGE & SERVICE DEVICES BATCH	
te Name	New Head Office	*
ser Type'	Hosteri	~
rst Nome'	Anth	-
ist Name'	nu vy	
anntmant	Carroll	
epuronen.	New Head Office	÷
Set its	T00000031748702000@voice.uk.level3.com	CHANGE USER ID
assword-Uboss Portal & User Apps		Confirm Password-Uboss Portal & User Apps
assword-Service/Features Login		Confirm Password-Service/Features Login
me Zone	(GMT +00:00) Europe/London	~
inguage	English	~
mail Address		
rontact Mobile No		
lock Access to Uboss		
etwork Class Of Service	None	~
VE RESTORE DELETE NOW CANCEL RESEM	ND WELCOME NOTE	

Select the Call Forwarding Selective service from the Service list.





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Service Co	nfiguration	
Home > N	w Head Office > Andy Carroll > Service Configuration	
	SERVICE	DESCRIPTION
•	BW-Alternote Numbers	Allow up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.
•	BW-Announcement Repository	
•	BW-Anonymous Coll Rejection (Service is not assigned to the subscriber, Please contact your System Administrator)	
•	BW-Automatic Collbock (intregroup)	
•	BW-Barge-In Exempt (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.
•	BW-Busy Lomo 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.
•	BW-Call Forwarding Always	Automatically forward all your incoming calls to a different phone number.
•	BW-Coll Forwarding Bully	Automatically forward your calls to a different phone number when your phone is busy.
•	BW-Call Forwarding No Answer	Automatically forward your calls to a different phane number when you do not answer your phone after a certain number of rings.
•	BW-Call Forwarding Not Reachable	Call Forwarding Not Reachable
•	IW-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.
•	BW-Coll Notity (Service is not assigned to the subscriber. Please contact your System Administrator)	
•	BW-Coll Pickup Group	
•	BW-Coll Transfer	

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

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orwarding Selective Criteria - New : C	iteria	
> New Head Office > Anay Carroli > Se	Vice Contiguration > Call Forwarding Selective Criteria - New : Criteria	
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GENERAL		
me		
e Schedule	Dates Devi All Devi	Manage Time Schedule
iday Schedule	None	Manage Holiday Schedule
word To	Forward To Default Number	
CALL FROM		
lls From	Any Phone Number Following Phone Numbers	
CALLS TO		
IUMBERS	ENABLE	
imary (702000)		
CANCEL		
		SAVE

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



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No records found			
SAVE CANCEL			