



**MASERGY**

# **Time Schedules and Holiday Schedules**

## Quick Start Guide

Document Version 1.0  
September 2018

## DAY/NIGHT MODE AND SCHEDULES

Schedules can be set up on the Enterprise, Group, or User level. They should be created on the Enterprise level if the same schedules apply to multiple Groups within the Enterprise. Otherwise, creating them on the Group level will make them applicable to just the Group they were created in. Schedules are rarely created on the User level, but are used in that level, if the User requires routing their own calls at certain times to different destinations.

There are (3) types of schedules that can be created and they are necessary for the following occasions:

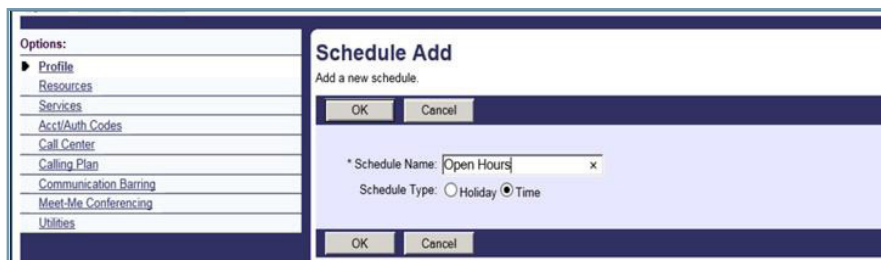
1. **Open Hours Schedule:** This schedule is needed to notify the Auto Attendant with the hours you are open, so that it knows when to play your business hours greeting and menu prompts, and when to switch to your after-hours greeting and prompts. If you're playing the same greeting 24/7/365, then a schedule is not necessary for the Auto Attendant. It can remain at its default setting of "Every Day All Day" and an "Open Hours" schedule does not even need to be created.
2. **After Hours Schedule:** This schedule is needed to notify Hunt Groups and Call Centers as to how calls should be processed after hours, which might be different from how the calls flow during business hours. This schedule needs to account for all the times you are closed each week which should include weeknights, weekends and the window between when Sunday turns into Monday (Midnight to 8 AM for example) until the time you open on Monday morning.
3. **Holiday Schedule:** This schedule is needed to notify the Auto Attendant, Hunt Groups and Call Centers with when you are closed for the holidays, so that a holiday greeting can be offered if desired, and so that calls are treated differently during the holiday as needed.

There are two basic steps to setting up schedules:

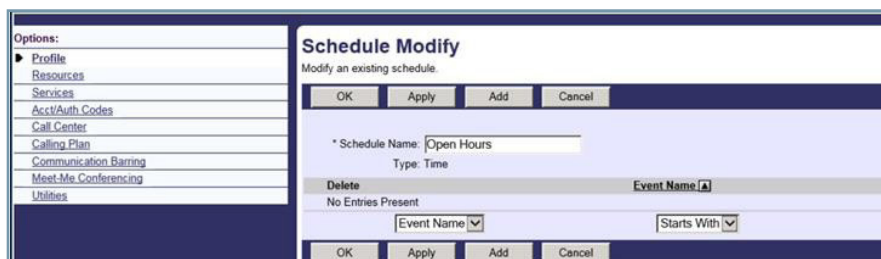
1. Creating/Updating the schedules.
2. Making sure you are using the schedules.

### Creating New Schedules

- Click on the Group (or User if needed)
- Click Profile
- Click Schedule
- Click Add
- Type a name (Open Hours), Select Time Schedule, then Click OK.



- Click on the new Schedule you just created.
- Click Add.
- See next section.

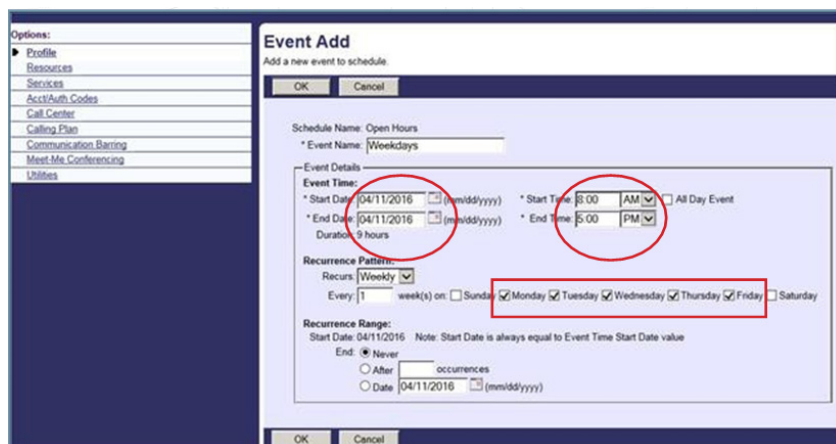


## DAY/NIGHT MODE AND SCHEDULES

### Business Hours

Add a schedule for weekdays when you're open. See screen shot for how to program this.

If you have a short work day, then add that day only as a separate line item (see below).



**Options:**

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Communication Barring
- Meet-Me Conferencing
- Utilities

**Event Add**  
Add a new event to schedule.

OK Cancel

Schedule Name: Open Hours  
\* Event Name: Weekdays

**Event Details**

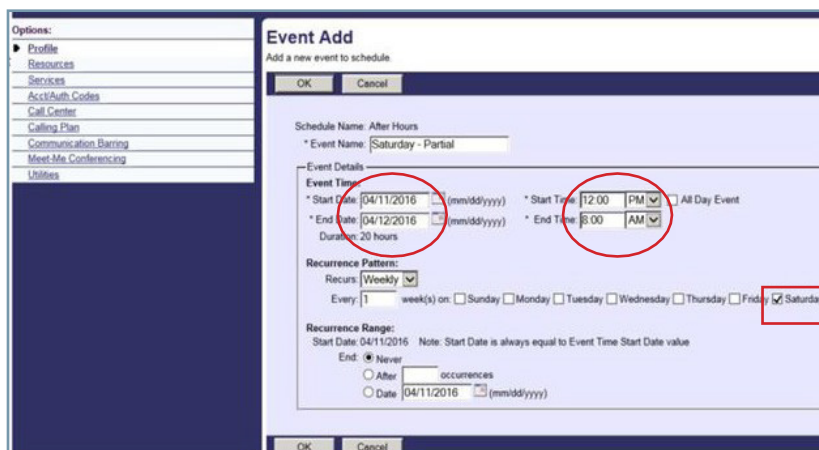
\* Start Date: 04/11/2016 (mm/dd/yyyy) \* Start Time: 8:00 AM All Day Event  
\* End Date: 04/11/2016 (mm/dd/yyyy) \* End Time: 5:00 PM  
Duration: 9 hours

**Recurrence Pattern:**  
Recurs: Weekly  
Every: 1 week(s) on: ☐ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday

**Recurrence Range:**  
Start Date: 04/11/2016 Note: Start Date is always equal to Event Time Start Date value  
End: ☒ Never ☐ After occurrences ☐ Date: 04/11/2016 (mm/dd/yyyy)

OK Cancel

Partial Work day example - add that day only as a separate line item.



**Options:**

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Communication Barring
- Meet-Me Conferencing
- Utilities

**Event Add**  
Add a new event to schedule.

OK Cancel

Schedule Name: After Hours  
\* Event Name: Saturday - Partial

**Event Details**

\* Start Date: 04/11/2016 (mm/dd/yyyy) \* Start Time: 12:00 PM All Day Event  
\* End Date: 04/12/2016 (mm/dd/yyyy) \* End Time: 8:00 AM  
Duration: 20 hours

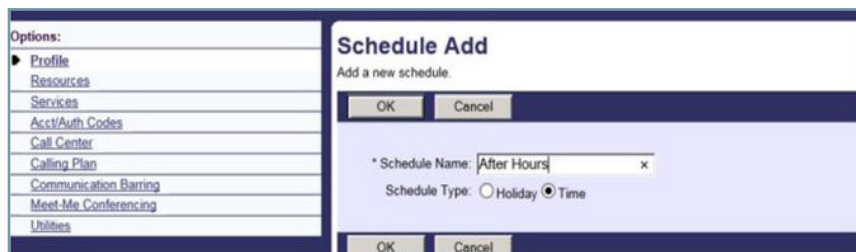
**Recurrence Pattern:**  
Recurs: Weekly  
Every: 1 week(s) on: ☐ Sunday ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☒ Saturday

**Recurrence Range:**  
Start Date: 04/11/2016 Note: Start Date is always equal to Event Time Start Date value  
End: ☒ Never ☐ After occurrences ☐ Date: 04/11/2016 (mm/dd/yyyy)

OK Cancel

### After Hours

- Click on the Group (or User if needed)
- Click Profile
- Click Schedule
- Click Add
- Type a name (After Hours), Select Time Schedule, then Click OK.



**Options:**

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Calling Plan
- Communication Barring
- Meet-Me Conferencing
- Utilities

**Schedule Add**  
Add a new schedule.

OK Cancel

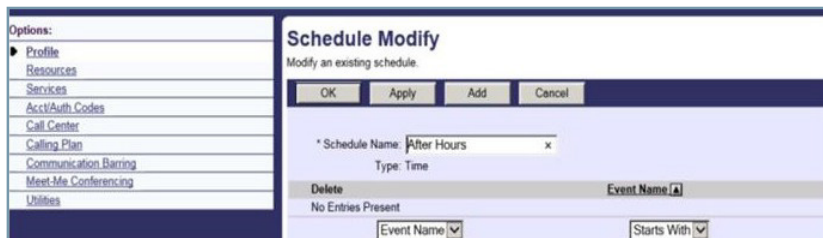
\* Schedule Name: After Hours x

Schedule Type: ☐ Holiday ☒ Time

OK Cancel

## DAY/NIGHT MODE AND SCHEDULES

- Click on the new Schedule you just created.
- Click Add.
- See next section.



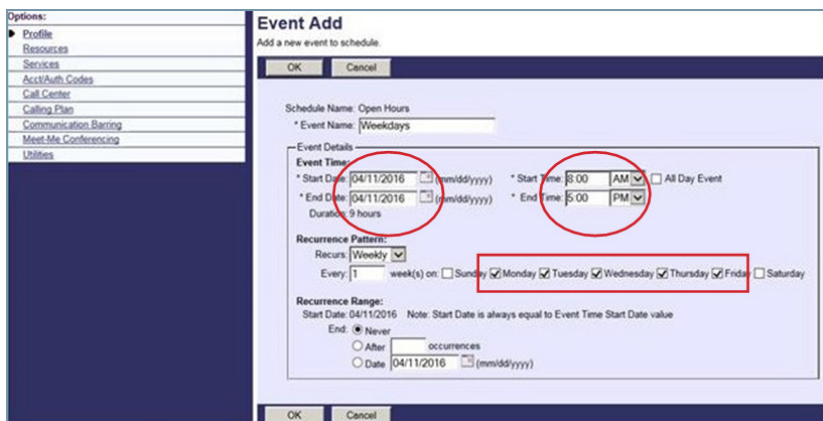
You will need (3) line items:

- Weeknights
- Weekend
- Monday early morning

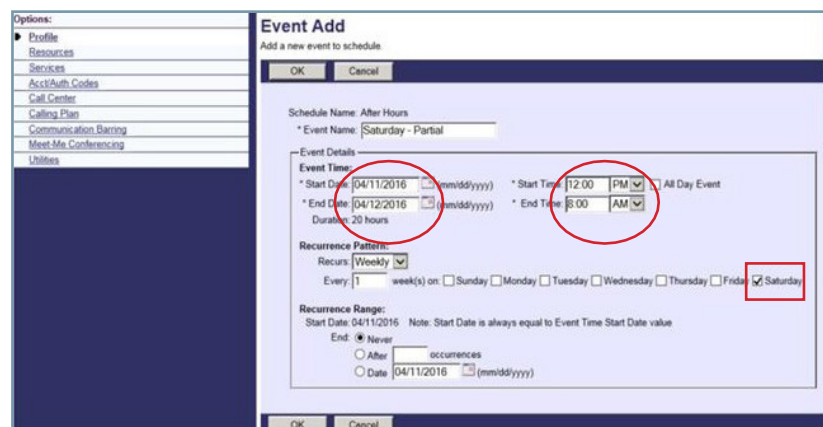
Remember you want to include all the times that you are closed.

First one is Weeknights on right.

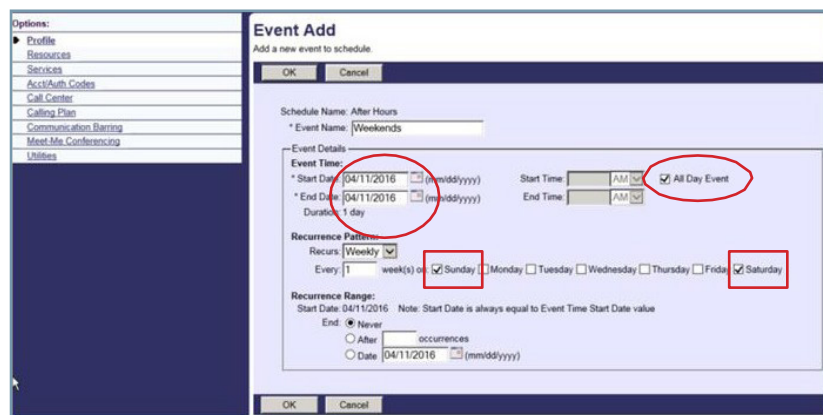
Second line item under After Hours is Weekends.



Example on right is for the Partial Work day where you are closed after a partial workday on Saturday.



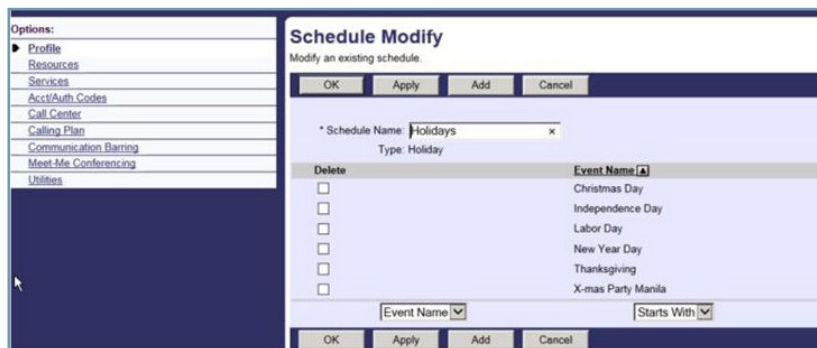
Example on right is for closed the entire Weekend.



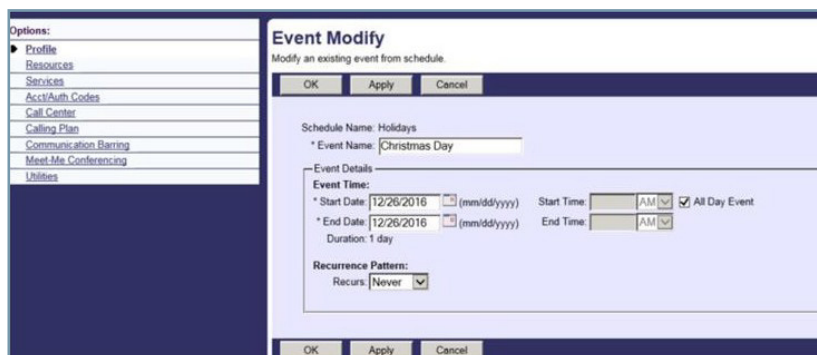


### Holidays

You can have many line items under a single Holiday Schedule.



This is a sample of setting up a holiday event.



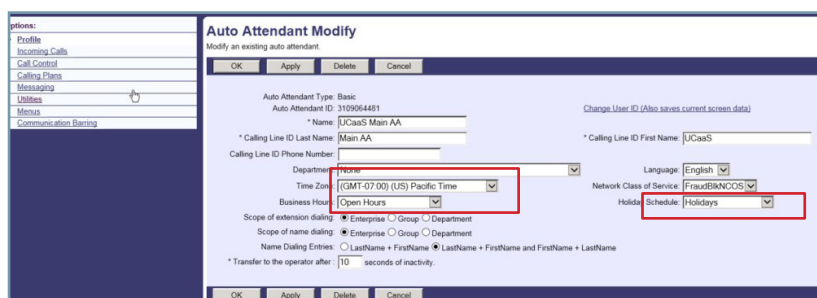
### Using Schedules

Auto Attendants will utilize the Open Hours schedule and the Holiday schedule, if applicable. The Open Hours schedule is necessary if your Auto Attendant has both a Business Hours and an After Hours greeting. The Holiday schedule is necessary if you would like a special greeting, or your After Hours greeting played during holidays.

We offer two types of Auto Attendants – Basic and Standard and schedules are applied in different places, on each.

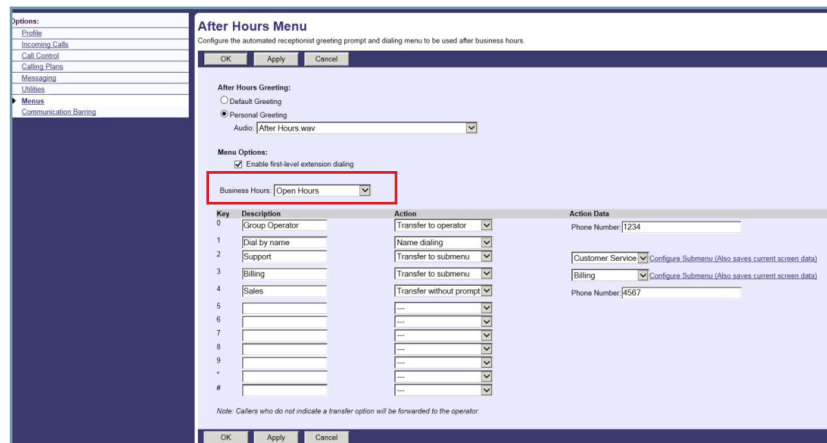
### Auto Attendant Basic

In the Auto Attendant Basic – schedules are set on the main profile page of the Auto Attendant as shown on right. In the Business Hours section you select the Open Hours schedule you created and in the Holiday Schedule you select the Holiday schedule you created.



## Auto Attendant Standard – After Hours and Holidays

In the Auto Attendant Standard, the schedules are applied in the MENU section where the actual greetings are uploaded. In the After Hours menu you select the Open Hours schedule you created, so that the system knows when you are open; anytime outside of these hours is considered to be your After Hours schedule/Greeting.



**After Hours Menu**  
Configure the automated receptionist greeting prompt and dialing menu to be used after business hours.

OK Apply Cancel

After Hours Greeting:  
☐ Default Greeting  
☒ Personal Greeting  
 Audio: [After Hours wav]

Menu Options:  
☒ Enable first-level extension dialing

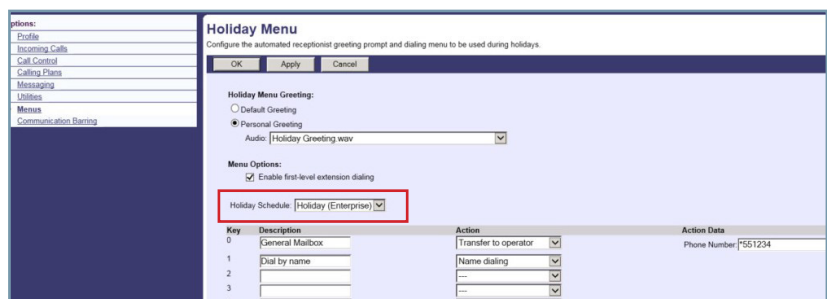
Business Hours: [Open Hours]

Key	Description	Action	Action Data
0	[Group Operator]	Transfer to operator	Phone Number: 1234
1	Dial by name	Name dialing	
2	Support	Transfer to submenu	[Customer Service] Configure Submenu (Also saves current screen data)
3	Billing	Transfer to submenu	[Billing] Configure Submenu (Also saves current screen data)
4	Sales	Transfer without prompt	Phone Number: 4567
5			
6			
7			
8			
9			
*			
#			

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

OK Apply Cancel

The Holiday schedule is applied in the Holiday Menu, so the system knows when to play any Holiday greetings based on the schedule of holidays that you created.



**Holiday Menu**  
Configure the automated receptionist greeting prompt and dialing menu to be used during holidays.

OK Apply Cancel

Holiday Menu Greeting:  
☐ Default Greeting  
☒ Personal Greeting  
 Audio: [Holiday Greeting wav]

Menu Options:  
☒ Enable first-level extension dialing

Holiday Schedule: [Holiday (Enterprise)]

Key	Description	Action	Action Data
0	[General Mailbox]	Transfer to operator	Phone Number: 551234
1	Dial by name	Name dialing	
2			
3			
4			

## Call Forwarding Selective – Used with Hunt Groups and Call Centers

If you have a Call Center or a Hunt Group that is distributing calls to agents, be sure you set an After Hours and Holiday schedule under Incoming

Calls>>Call Forward Selective. This will prevent calls from waiting in queue or being distributed during your off hours.

First, you will need to enter a default Call Forwarding Destination number for this service and press Apply. This can be an internal or external destination.



**Call Forwarding Selective**  
Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be as little as up to 12 phone numbers or SIP patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

OK Apply Add Cancel

Call Forwarding Selective: \* On, Off

\* Default Call Forward to phone number: SIP URI: 551234  
 (\*) Play Ring Reminder when a call is forwarded

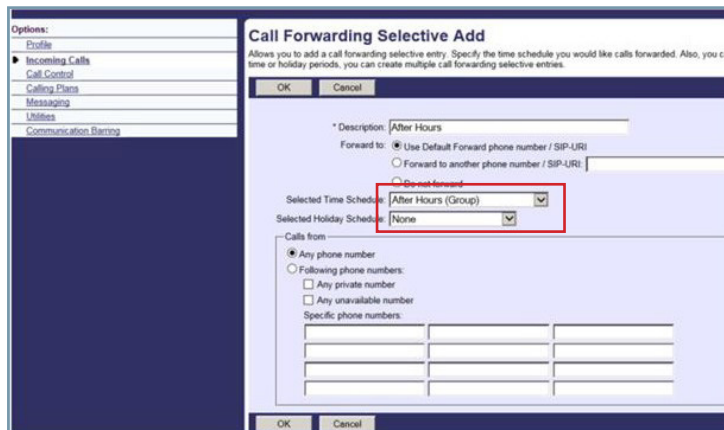
Action	Description	Forward	Call from	Forward to	Rate
No Entries Present					

OK Apply Add Cancel

## DAY/NIGHT MODE AND SCHEDULES

### After Hours

Next, you will click on Add to create an After Hours Schedule. Name it After Hours and under Selected Time Schedule select the After Hours schedule from the drop down menu. Press OK to save.

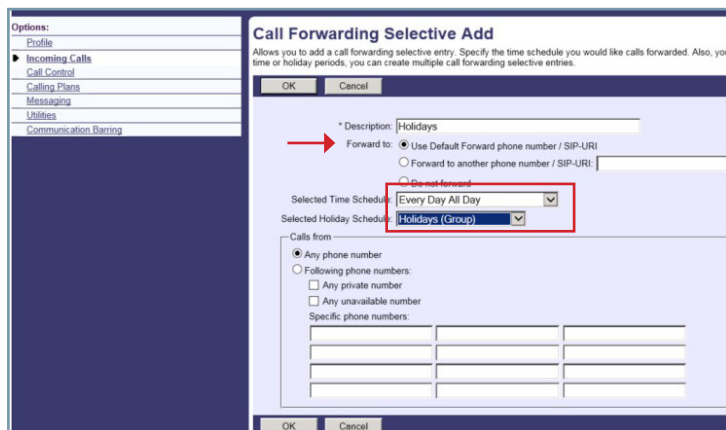


### Holidays

Now, you will click on Add again to create a Holiday Schedule. Name it Holidays and under Selected Holiday Schedule select the Holiday schedule from the drop down menu. Press OK to save.

Note: After Hours and Holidays schedules might look to be able to be created on the same screen but do require separate entries.

Also, if one of your schedules needs to forward calls to a different destination than the default, then under the Forward To section you can choose a different radio button. (See image above)



Finally, you will need to turn Call Forwarding Selective on by pressing OK or Apply to activate this service.



Active	Description	Forward	Calls from	Forward to	Edit
<input checked="" type="checkbox"/>	After Hours	Yes	All calls	4449	Edit
<input checked="" type="checkbox"/>	Holidays	Yes	All calls	4449	Edit

For additional information or training on creating and assignment of time schedules, please send an email to Masergy Training at [uctraining@masergy.com](mailto:uctraining@masergy.com) to schedule an on-line session.