CUSTOMER CONFIGURATION: SCHEDULES & EVENTS ADMINISTRATOR'S GUIDE

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OVERVIEW

What is a Schedule?

A Schedule is a collection events, recurring or non, that are used to implement time-based routing on a variety of services.

What Services can use Schedules?

- Auto Attendants
- Call Centres
- Call Forward – Selective
- Selective Call Acceptance
- Selective Call Rejection
- Simultaneous Ring
- Sequential Ring
- Hosted PBX Anywhere

FEATURES

Schedules can be configured at the user level and be only available for that user or at the account administrator's level and be available (although not editable) for all users and services.

CONFIGURATION OPTIONS

Schedule configuration is found in the HPBX portal advanced view under 'Admin Settings' for administrators, and 'Your Phone' for users. The following options must be configured for the schedule to be available to apply to services:

Schedule Name and Type

The name serves as the unique identifier for this group of events. 'Time' type schedules can be applied to any service involving time-based routing. 'Holiday' schedules can only be applied to services with explicit holiday routing.

Event Name

This field identifies a specific event for ease of scheduling.

Start and End Date

This field manages the day or days the event covers.

Start and End Time

These fields control the Start and End times for a single day. In multi-day events, the event will start and end at the same time each day. Start and End times must be entered in the format 'HH:MM AM/PM.'

If your event needs to cover different times each day (for instance, your hours of business are extended on some weekdays), you will need to create a new event for each distinct time period.

First and Last Name

The First and Last Name fields provide the information for Calling Line ID presentation on inbound calls.

Recurrence

- Never – This event will occur only on the dates specified.
- Daily – This event will continue to occur every day following the start date. You must specify how many days pass between recurrences. For single day events that are to recur every day, 'Every (#) day(s)' should be set to '1.' For multi-day events, the recurrence needs to start after the event has ended (e.g.: a two-day event would recur every 2 days, not every 1 day).
- Weekly – This event will repeat every specified number of weeks, starting on the weekday selected. For multi-day events, only the start day needs to be checked.
- Monthly – This event will repeat every specified number of months, starting either on a selected date or on the first/second/etc. Monday (or other selected weekday) of the month.
- Yearly – This event will repeat every specified number of years, starting either on a selected date or on the first/second/etc. Monday (or other selected weekday) of the selected month.

Recurrences can be set to continue indefinitely ('Ends: Never'), to end after a specified number of repetitions or to end on a particular date.

Time Zone

Schedule components are zoneless. They will be implemented according to the time zone set for the service to which they have been applied. There is no need for the administrator to offset schedules for users or services operating in different time zones.

Applying a Schedule to a service

The schedule will automatically populate in the list of available schedules for any service that contains a time of day component.