

# Out of hours controls

There are many ways to accomplish out of hours controls and here this FAQ will cover a couple of possibilities and the steps you should consider, the final results are entirely up to you as is the final destination or call flows.

For our example I just want a simple if it is within hours put the callers into a IVR menu, if it's out of hours then play a message and hang up the call.

Steps;

- Record the Out of Hours Message
- Create the Announcement with hang up
- Create the Time Group
- Create the Time Condition & Configure
- Point the DDI to the Time Condition

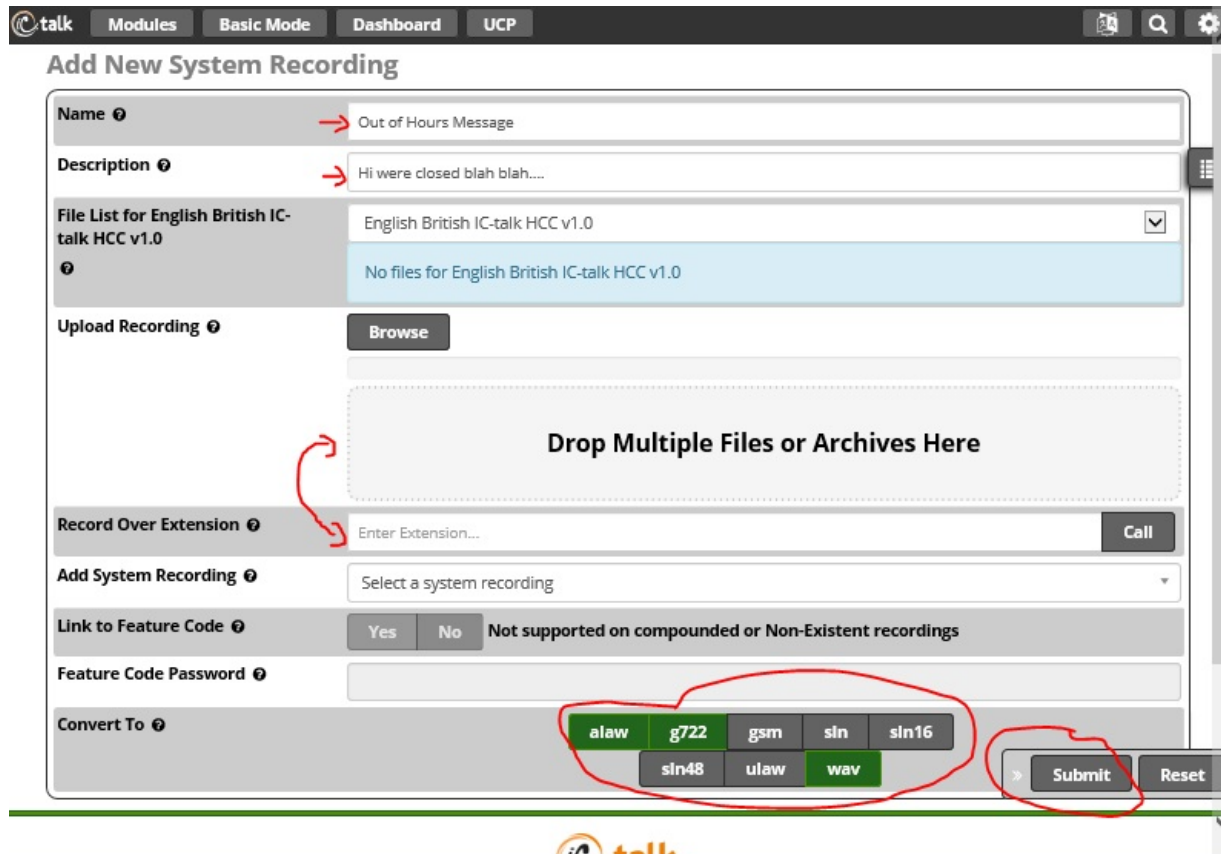
# Out of hours message



Select



Then complete the next screen as below



- Name your recording
- Add a description (I normally put what it says so I know)
- Then either drag your recording into the box (hit browse to select if not drag and drop) or
- Enter your extension number and press call, answer the phone record the message and hang up, the box will change to name the file then save the file



- Verify your recording (the play icon appears)
- Select the file formats to record into and then press Submit

# Create the Announcement with hang up

Then create your announcement and link your recording to it and set the destination after playback (in our case terminate call with a hang up)

Used as Destination by 2 Objects (Click to Expand)

Description	Sales Closed
Recording	Sales Closed
Repeat	Disable
Allow Skip	<input type="radio"/> Yes <input checked="" type="radio"/> No
Return to IVR	<input type="radio"/> Yes <input checked="" type="radio"/> No
Don't Answer Channel	<input type="radio"/> Yes <input checked="" type="radio"/> No
Destination after Playback	Terminate Call Hangup

Press submit to save your changes and remember to 'Apply' them

# Create the Time Group

- Admin
  - Administrators
  - Asterisk CLI
  - Asterisk Modules
  - Backup & Restore
  - Blacklist
  - Bria Cloud Solutions
  - Bulk Handler
  - CID Superfecta
  - CallerID Lookup Sources
  - Certificate Management
  - Class of Service
  - Config Edit
  - Contact Manager
  - Custom Destinations
  - Custom Extensions
  - Feature Codes
- REST API
- RMS Management
- Sound Languages
- System Admin
- System Recordings
- User Management
- XMPP
- XactViewV3 Admin
- Zulu
- Applications
  - Announcements
  - Appointment Reminder
  - Broadcast
  - Call Flow Control
  - Call Recording
  - Callback
  - CallerID Management
- Follow Me
- IVR
- Languages
- Misc Applications
- Misc Destinations
- Paging and Intercom
- Park and Announce
- Parking
- Queue Callback
- Queue Priorities
- Queues
- Ring Groups
- Set CallerID
- Text To Speech
- Time Conditions
- Time Groups**
- Virtual Queues

Then setup your working hours and days (if you need more options for extra days then click '+ add time' to get more grids);

This time group is currently in use and cannot be deleted

Sales Open

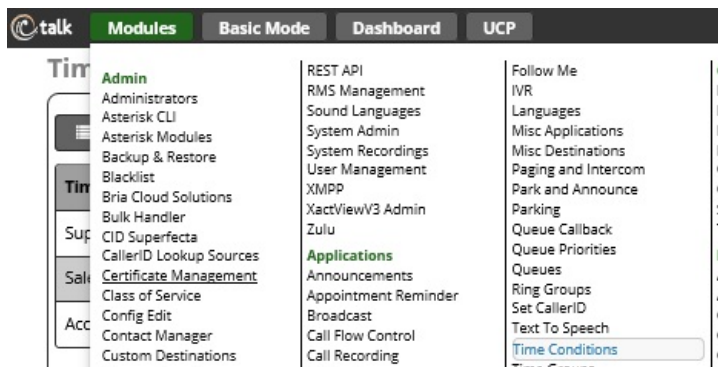
Description: Sales Working Hours

Time(s)	Time to Start	08	30
	Time to finish	17	30
	Week Day Start	Monday	
	Week Day finish	Friday	
	Month Day start	-	
	Month Day finish	-	
	Month start	-	
	Month finish	-	

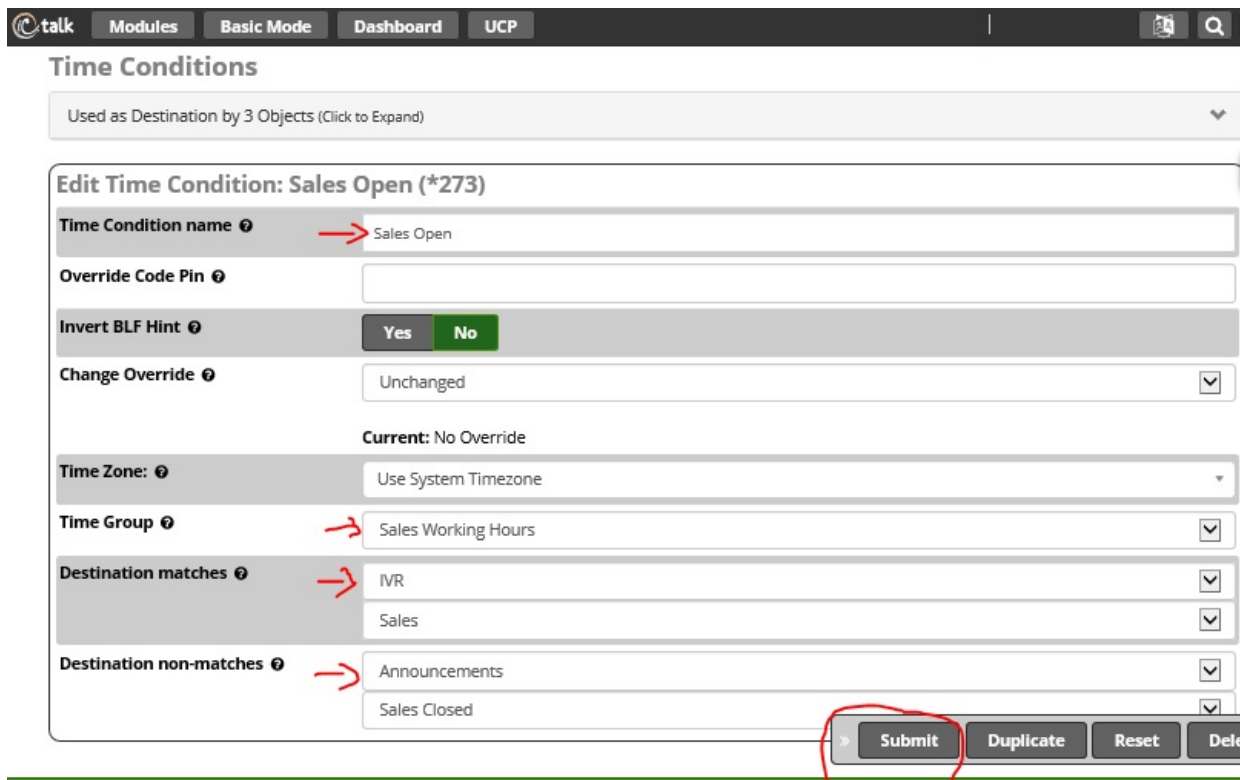
+ Add Time

Submit

# Create the Time Condition & Configure



Then create your time condition paying attention to linking it to all the required items, the \* code can be used to toggle it from your handsets manually as an override if required.



Then press 'Submit' and 'Apply' changes on the top bar.

# Point the DDI to the Time Condition



Then either create a new DID route or edit an existing one;

## Inbound Routes

### Route: Sales Group

General	Advanced	Privacy	Fax	Zulu	Other
Description	Sales Group				
DID Number	01782667788				
CallerID Number	ANY				
CID Priority Route	<input type="radio"/> Yes <input checked="" type="radio"/> No				
Alert Info	None				
Ringer Volume Override	None				
CID name prefix					
Music On Hold	Default				
Set Destination	Time Conditions				
	Sales Open				
<input type="button" value="Submit"/>					

All calls should now (once you submit and apply) follow the new dial plan.

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