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### 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

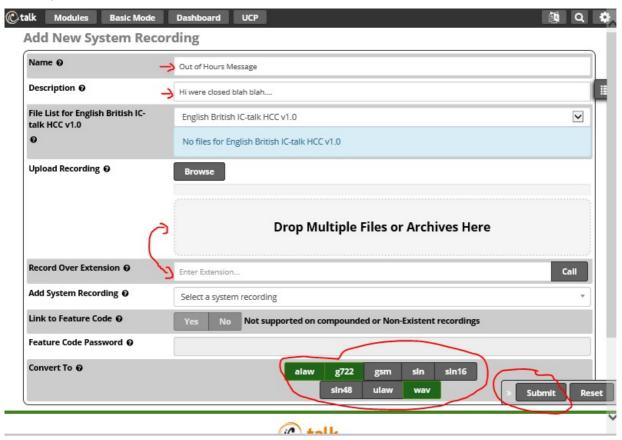
# Out of hours message



#### Select

+ Add Recording

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)
- 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)

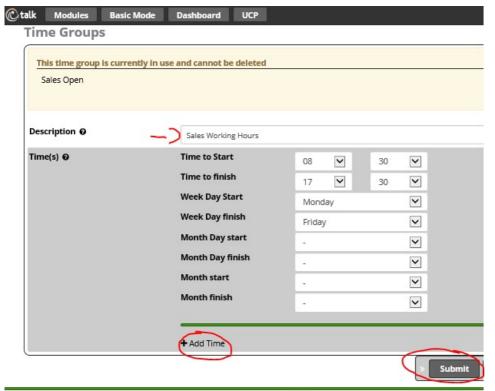


Press submit to save your changes and remember to 'Apply' them

### Create the Time Group



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

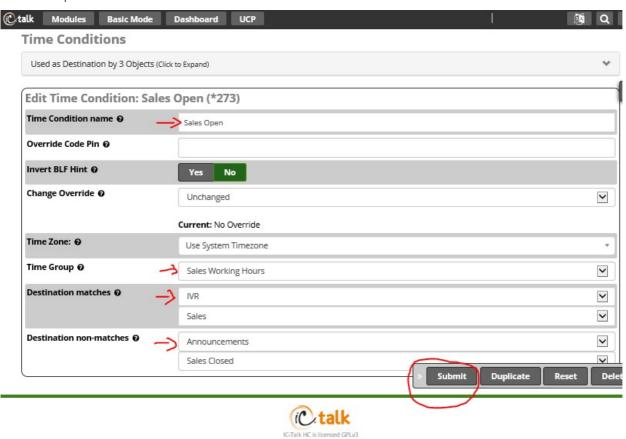




## Create the Time Condition & Configure



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.

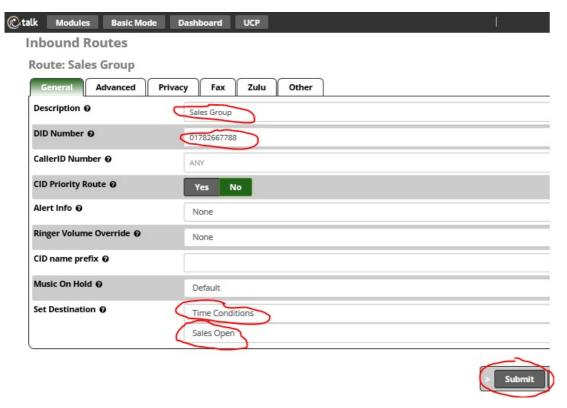


Then press 'Submit' and 'Apply' changes on the top bar.

#### Point the DDI to the Time Condition



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



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

Posted by: Mark Simcoe - Mon, Sep 18, 2017 at 2:47 PM. This article has been viewed 3537 times.

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