

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

The screenshot shows the IC-talk software interface. At the top, there are tabs: 'Modules' (highlighted in green), 'Basic Mode', and 'Dashboard'. On the left, there are three main buttons: '+ Admin' (highlighted in green), 'Disp' (highlighted in green), and '7788'. Below these are sub-menu options: 'Administrators', 'Asterisk CLI', 'Asterisk Modules', 'Backup & Restore', 'Blacklist', and 'Bria Cloud Solutions'. On the right, there is a sidebar with 'System Recordings' highlighted. Other options in the sidebar include 'REST API', 'RMS Management', 'Sound Languages', 'System Admin', 'User Management', and 'XMPP'.

Select

[+ Add Recording](#)

Then complete the next screen as below

The screenshot shows the 'Add New System Recording' dialog box. The 'Name' field is set to 'Out of Hours Message'. The 'Description' field contains 'Hi were closed blah blah...'. The 'File List for English British IC-talk HCC v1.0' section shows 'English British IC-talk HCC v1.0' selected. The 'Upload Recording' section has a 'Browse' button and a 'Drop Multiple Files or Archives Here' area. A red arrow points to the 'Record Over Extension' field. The 'Convert To' section shows file formats: alaw, g722, gsm, sln, sln16, sln48, ulaw, and wav. A red circle highlights the 'Submit' and 'Reset' buttons. A red box highlights the 'Record Over Extension' field, the 'Convert To' section, and the 'Submit' button.

- 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

Record Over Extension Save

- 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)

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Announcement: Edit

Used as Destination by 2 Objects (Click to Expand)

Description	Sales Closed
Recording	Sales Closed
Repeat	Disable
Allow Skip	Yes No
Return to IVR	Yes No
Don't Answer Channel	Yes No
Destination after Playback	Terminate Call Hangup

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

Create the Time Group

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Tim

Admin	REST API	Follow Me
Administrators	RMS Management	IVR
Asterisk CLI	Sound Languages	Languages
Asterisk Modules	System Admin	Misc Applications
Backup & Restore	System Recordings	Misc Destinations
Blacklist	User Management	Paging and Intercom
Bria Cloud Solutions	XMPPTC	Park and Announce
Bull Handler	XactView3 Admin	Parking
CID Superfecta	Zulu	Queue Callback
CallerID Lookup Sources	Applications	Queue Priorities
Certificate Management	Announcements	Queues
Class of Service	Appointment Reminder	Ring Groups
Config Edi	Broadcast	Set CallerID
Contact Manager	Call Flow Control	Text To Speech
Custom Destinations	Call Recording	Time Conditions
Custom Extensions	Callback	Time Groups
Feature Codes	CallerID Management	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);

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Time Groups

This time group is currently in use and cannot be deleted

Sales Open

Description

Sales Working Hours

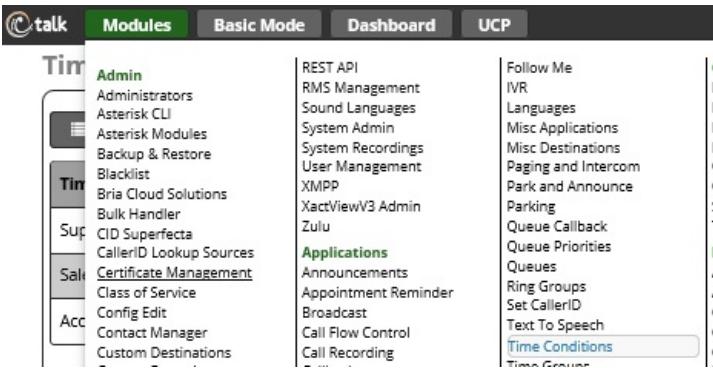
Time(s)

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

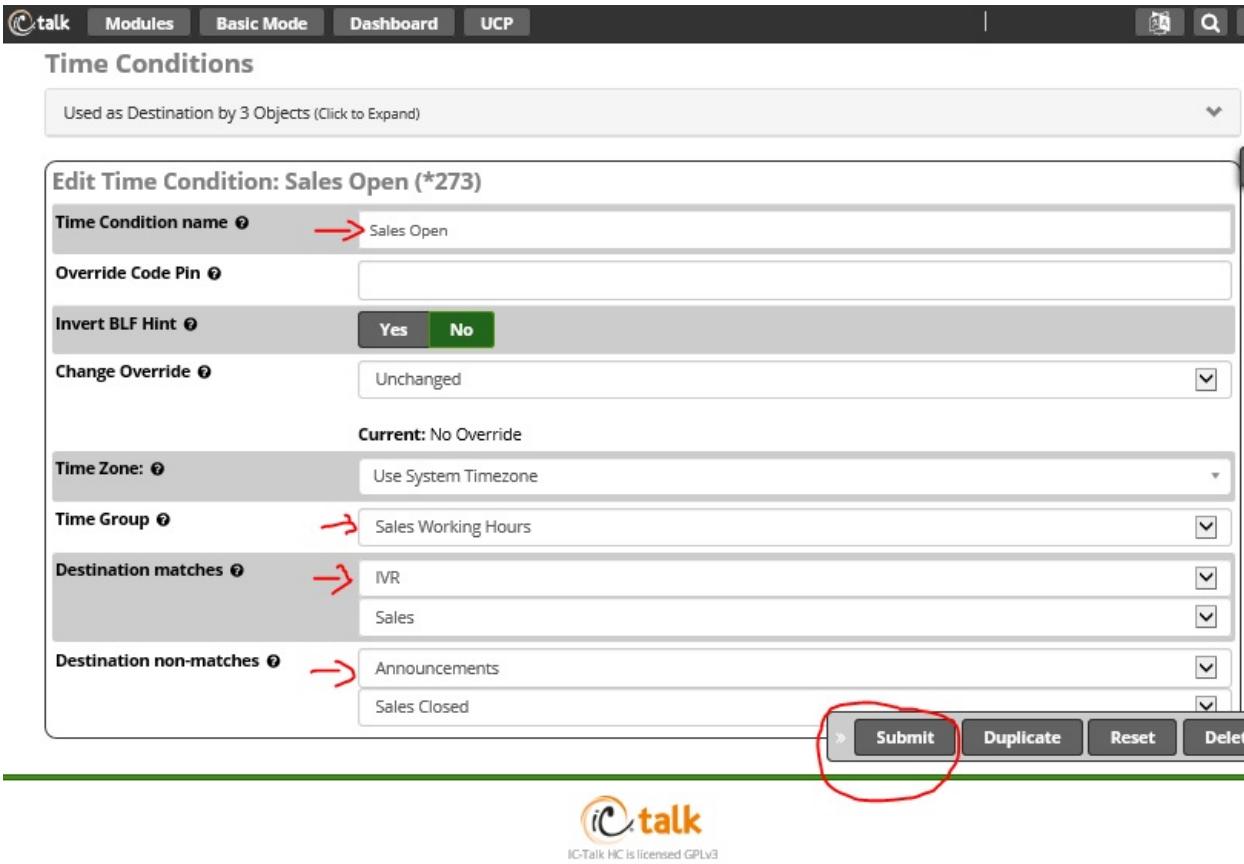
Submit

Create the Time Condition & Configure



The screenshot shows the iCTalk UCP interface. The top navigation bar includes 'Modules', 'Basic Mode', 'Dashboard', and 'UCP'. On the left, a sidebar menu is open under the 'Time' category, showing various system management options like 'Admin', 'RMS Management', and 'Follow Me'. The 'Time Conditions' option is highlighted with a blue box. The main content area is currently empty, indicating no time conditions have been created yet.

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.



The screenshot shows the 'Edit Time Condition' dialog box for a time condition named 'Sales Open'. The dialog includes fields for 'Time Condition name' (set to 'Sales Open'), 'Override Code Pin' (empty), 'Invert BLF Hint' (set to 'No'), and 'Change Override' (set to 'Unchanged'). It also lists 'Time Zone' (set to 'Use System Timezone'), 'Time Group' (set to 'Sales Working Hours'), and 'Destination matches' (listing 'IVR' and 'Sales'). The 'Destination non-matches' section lists 'Announcements' and 'Sales Closed'. At the bottom, there are buttons for 'Submit' (circled in red), 'Duplicate', 'Reset', and 'Delete'.

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

Point the DDI to the Time Condition



The screenshot shows the iCTalk UCP interface. The top navigation bar includes 'Modules', 'Basic Mode', 'Dashboard', and 'UCP'. On the left, a sidebar menu is open under the 'Inb' (Inbound) category, showing options like 'Admin', 'RMS Management', and 'Follow Me'. The 'Inbound Routes' option is highlighted with a blue box. The main content area is currently empty, indicating no inbound routes have been created yet.

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 Yes No					
Alert Info None					
Ringer Volume Override None					
CID name prefix 					
Music On Hold Default					
Set Destination Time Conditions Sales Open					
Submit					

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 3639 times.

Online URL: <https://kb.ic.uk/article/out-of-hours-messages-diverting-165.html> (<https://kb.ic.uk/article/out-of-hours-messages-diverting-165.html>)