

# 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

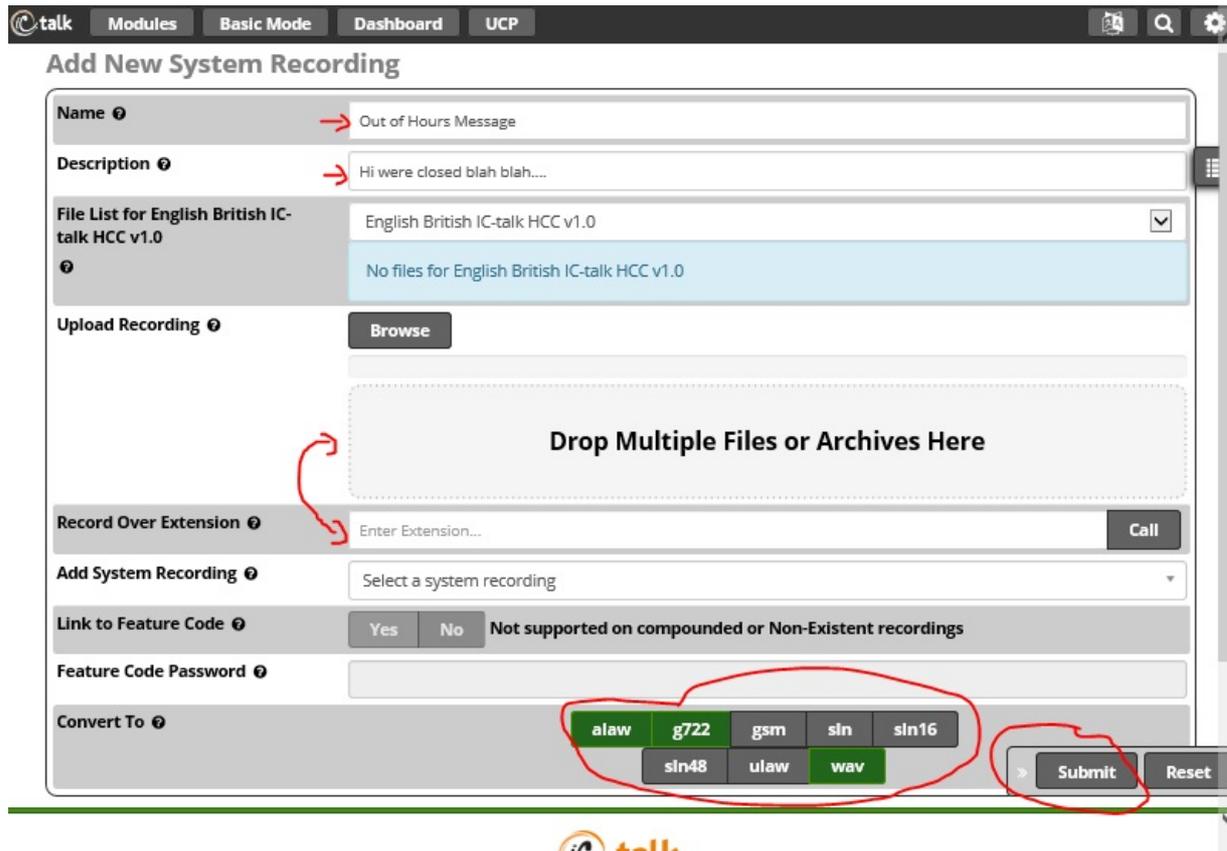
# Out of hours message



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<br>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);

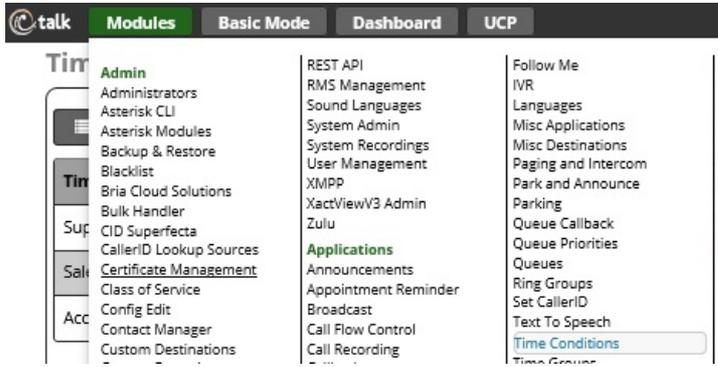
This time group is currently in use and cannot be deleted

Sales Open

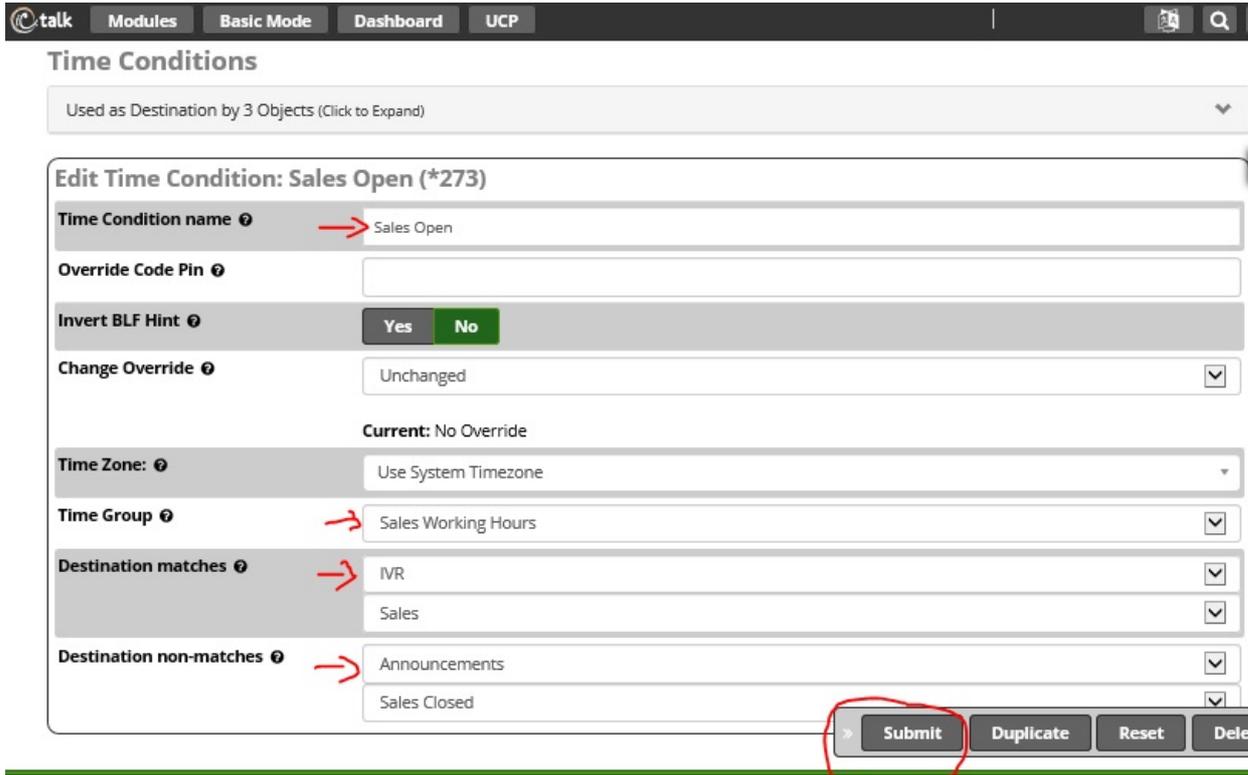
Description

|         |                  |        |    |
|---------|------------------|--------|----|
| 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     | -      |    |

# 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

|                                       |                                                               |         |     |      |       |
|---------------------------------------|---------------------------------------------------------------|---------|-----|------|-------|
| <b>General</b>                        | Advanced                                                      | Privacy | Fax | Zulu | Other |
| Description                           | Sales Group                                                   |         |     |      |       |
| DID Number                            | 01782667788                                                   |         |     |      |       |
| CallerID Number                       | ANY                                                           |         |     |      |       |
| CID Priority Route                    | <input checked="" type="radio"/> Yes <input 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.

Posted by: Mark Simcoe - Mon, Sep 18, 2017 at 2:47 PM. This article has been viewed 3898 times.

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