

Out of hours controls

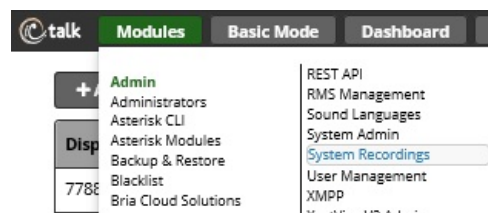
There are many ways to accomplish out of hours controls and here this FAQ will cover a couple of possibilities and the steps you should consider, the final results are entirely up to you as is the final destination or call flows.

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)

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ModulesBasic ModeDashboardUCP

Announcement: Edit

Used as Destination by 2 Objects (Click to Expand)

Description ⓘ

Sales Closed

Recording ⓘ

Sales Closed

Repeat ⓘ

Disable

Allow Skip ⓘ

YesNo

Return to IVR ⓘ

YesNo

Don't Answer Channel ⓘ

YesNo

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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Time Groups

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);

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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

-

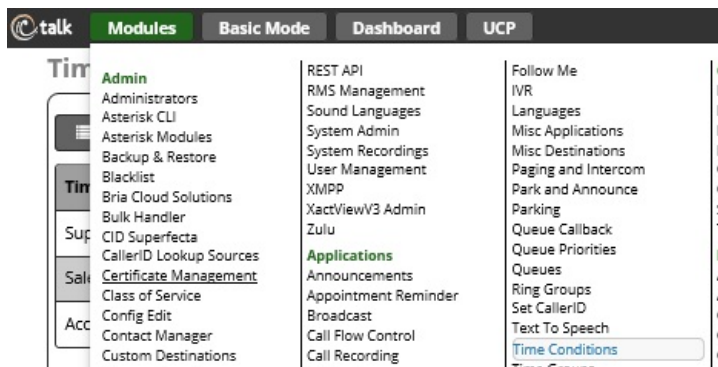
Month finish

-

+ Add Time

Submit

Create the Time Condition & Configure



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.

A screenshot of the 'Edit Time Condition: Sales Open (*273)' form in the iTalk web interface. The form contains several fields: 'Time Condition name' (Sales Open), 'Override Code Pin' (empty), 'Invert BLF Hint' (Yes/No buttons), 'Change Override' (Unchanged dropdown), 'Time Zone' (Use System Timezone dropdown), 'Time Group' (Sales Working Hours dropdown), 'Destination matches' (IVR and Sales dropdowns), and 'Destination non-matches' (Announcements and Sales Closed dropdowns). At the bottom right, there are four buttons: 'Submit', 'Duplicate', 'Reset', and 'Delete'. The 'Submit' button is circled in red.

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 ⓘ

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 3590 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>)