




System – Operation Times

Allows you to define schedules on certain destinations.

- DID's
- IVR
- Ring Groups

Below is the Operation Times setup screen

Operation Times

 CSV Upload  CSV Download  Download CSV Template

Current date: 30 Oct 2020 14:23 CET

On Off **Inherit**

Default Destination

Please select ...

☐ Is Voicemail

Greeting

None

Closed Dates:

Description	Destination	Date From	Date To	Time From	Time To	
		30 Oct 2020	30 Oct 2020	00:00	00:00	

Custom Destinations:

Destination	O	Days	Time from	Time to	
	<input type="checkbox"/>	Mon Tue Wed Thu Fri Sat Sun	00:00	00:00	

Open Days:

Description	Days	Time from	Time to	
	Mon Tue Wed Thu Fri Sat Sun	00:00	00:00	

✓ Save

CSV Upload

Click this button to upload Operation Times configuration from a CSV file.

CSV Download

Click this button to download Operation Times configuration as a CSV file.

Download CSV Template

Downloading the CSV Template button should provide a file that already contains necessary headers which should help a user while creating CSV files. These can be later uploaded by clicking the 'CSV Upload' button.

Default Destination

Default Destination

Select a Destination to which all calls will be redirected in case the call comes *outside* the working hours, and if it is not defined otherwise with additional rules available.

Is Voicemail

If this is checked, a call should go to the voicemail of the predefined Default Destination in case a Default Destination is called.

Greeting

Choose a Greeting sound file that should be played to callers during the closed dates. You can record a greeting by dialing *301 or by uploading a pre-recorded file to System > Sound Files. File name format greeting-"name".wav

Closed Dates

This section allows users to set the specific date/s and time when all calls are redirected to the 'Default Destination'.

NOTE: If the 'Destination' field in the 'Closed Dates' is set, all calls will go to the set Destination instead of the default one.

Custom Destinations

This section allows users to redirect all calls received during set days/hours (e.g. *weekend*) to the Extension provided as a Destination.

NOTE: Once the '0' is checked, the greeting that is set will be played for each Destination set **except when the call comes during the open hours.**

Open Dates

This section allows users to set the system's working hours.

If any call is received during the hours that are not defined here, the call will be redirected to the 'Default Destination'.

To better understand all of the mentioned settings, please refer to the screenshot below where all the mentioned fields are populated with examples. Each of the mentioned fields is described accordingly to its functionality.

Operation Times

CSV Upload CSV Download Download CSV Template

Current date: 30 Oct 2020 14:53 CET

On Off Inherit

Default Destination

100 - ext.1

Is Voicemail

Greeting

greeting-test

Closed Dates:

Description	Destination	Date From	Date To	Time From	Time To	
New Year	200	31 Dec 2020	01 Jan 2021	00:00	00:00	

Custom Destinations:

Destination	O	Days	Time from	Time to	
300		Mon Tue Wed Thu Fri Sat Sun	12:00	13:00	

Open Days:

Description	Days	Time from	Time to	
Work-Hours	Mon Tue Wed Thu Fri Sat Sun	08:00	17:00	

Save

Example Configuration: The screenshot above displays the **enabled** 'Operation Times' functionality on one of the Destinations. In this case, Operation Times is enabled on the DID level. As it is shown in the example, if a call comes during working hours, which are set to be from 08:00 until 17:00 o'clock, the call *will be routed* properly to a dialed Destination. In case the call comes outside working hours, the call *is redirected* to the 'Default Destination' which, in this example, is Extension 100. Also, since the 'Is Voicemail' option is checked, the call *would go to the voicemail box* of that Extension instead of dialing Extension 100 directly. Furthermore, if a call comes between 12:00 and 13:00 o'clock, (for example during a lunch break), the call *would be redirected* to the Destination 300. Also, as the '0' option is checked, the caller would be listening to the greeting that is set in the 'Greeting' section. In case the call comes during mentioned dates set in the 'Closed Dates' section, the call *would be redirected* to the 200 Destination.

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