

Hosted VoIP Phone System

Blue Platform

Adding Time and Holiday Schedules
within
Auto Attendant

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Time Schedules

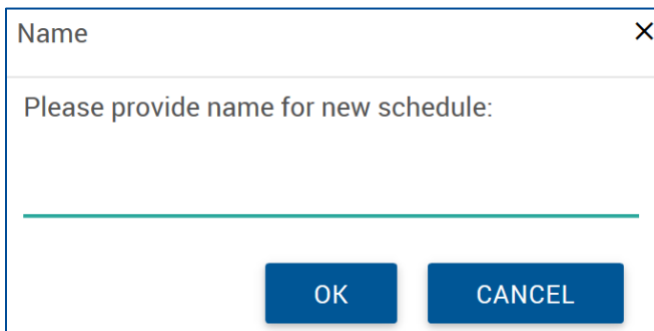
This section allows you to manage your schedules. You may view, but not modify, the schedules defined for your Group or Enterprise. Schedules are used in services such as Sequential Ringing, or Call Forwarding Selective to specify the time when the service action (ringing the phone and/or forwarding calls) should take place. This page allows you to add, edit, rename, and delete a time schedule.

Add a Schedule

Click the **Add New Schedule** button.




When the **Name** window populates, enter the name of the schedule.

A dialog box titled "Name" with a close button (X) in the top right corner. The main text inside the dialog box says "Please provide name for new schedule:". Below the text is a horizontal line representing an input field. At the bottom of the dialog box are two buttons: "OK" and "CANCEL".

Click the **OK** button.

You will be presented with a one week grid where the columns represent the hours of the day and the rows represent the days of the week.

Time Schedules

Business Hours *Test* *Product Hours*  *Meeting*

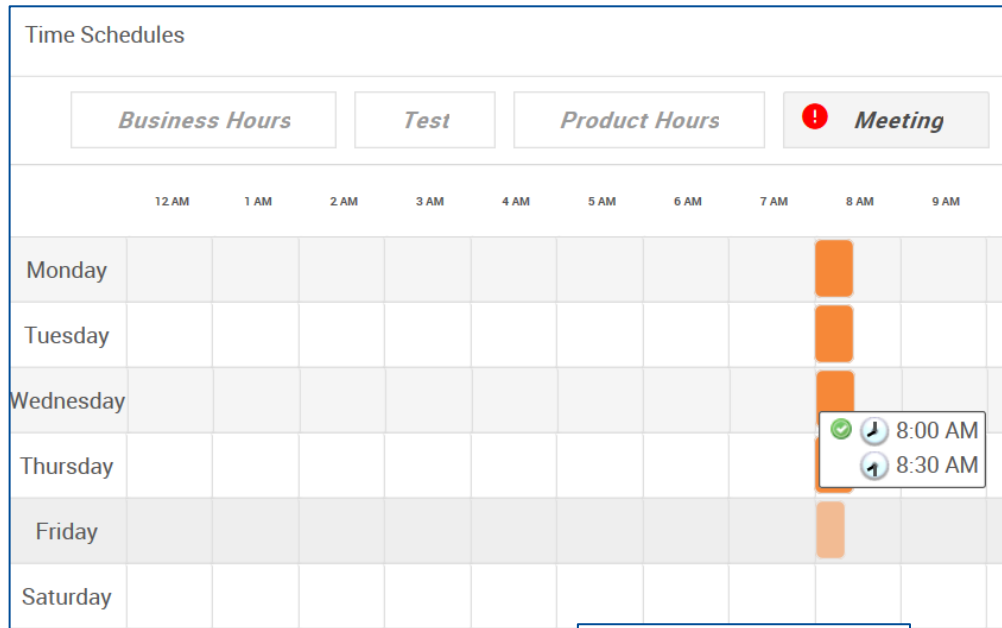
12 AM 1 AM 2 AM 3 AM 4 AM 5 AM 6 AM 7 AM 8 AM 9 AM

Monday										
Tuesday										
Wednesday										
Thursday										
Friday										
Saturday										
Sunday										

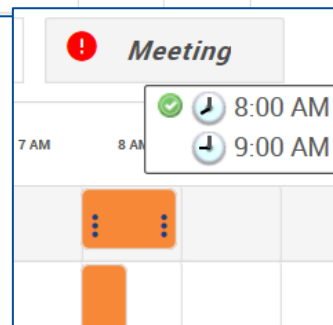
ADD NEW SCHEDULE

Start the scheduling time by using your mouse to left-click and hold on the start time for the desired day of the week and drag to the desired end time for the day, then release the mouse button. As you drag your mouse, you will see a pop-up notification showing the exact start and stop times for the day you are scheduling.

In the example below, a schedule has been created for a meeting Monday-Friday 8-8:30AM.



Once you have scheduled time for a day, you can modify the time by clicking on the start or stop boarder of the blocked time, then reassign the time scheduled.



Alternatively, you may click on the block of time for the day you wish to modify. This will produce a pop-up window that will allow you to manually enter the start time and end time. When finished, click **Submit**.

Click the **Save** button to keep your changes.

Edit Time Schedule ✕

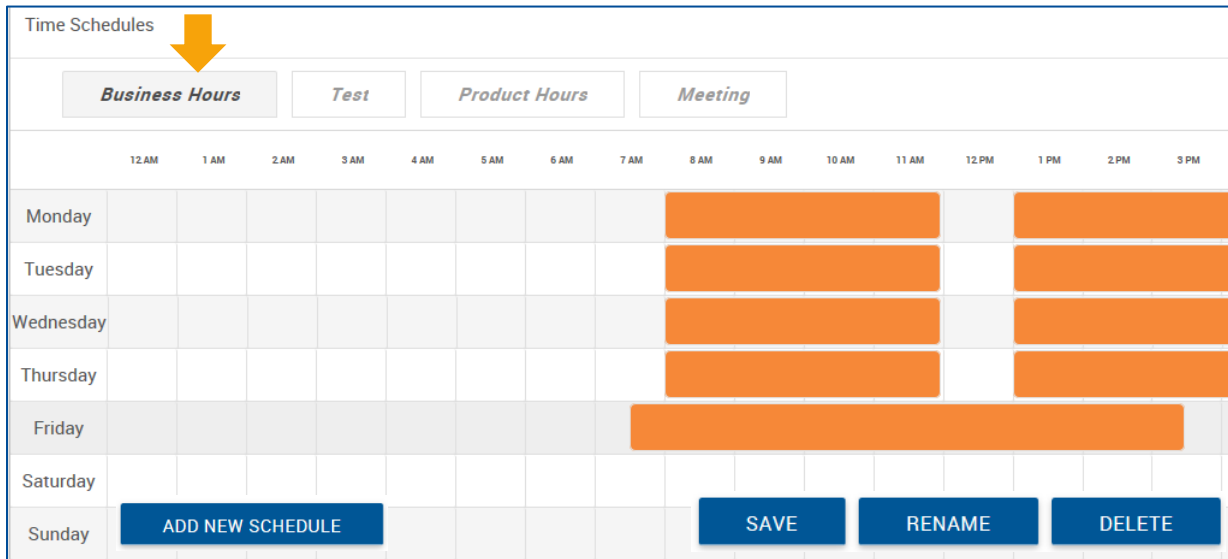
Start time: : AM

End time: : AM MIDNIGHT

SUBMIT
CLOSE

Editing a Schedule

You may view the available schedules by clicking on the name of the schedule at the top of the Time Schedules section.

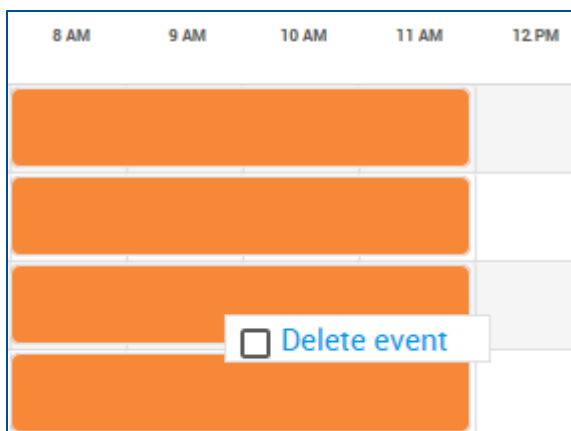


The screenshot shows a 'Time Schedules' interface. At the top, there are four tabs: 'Business Hours', 'Test', 'Product Hours', and 'Meeting'. A yellow arrow points to the 'Business Hours' tab. Below the tabs is a grid with days of the week on the y-axis (Monday to Sunday) and time slots on the x-axis (12 AM, 1 AM, 2 AM, 3 AM, 4 AM, 5 AM, 6 AM, 7 AM, 8 AM, 9 AM, 10 AM, 11 AM, 12 PM, 1 PM, 2 PM, 3 PM). Orange blocks represent scheduled time. For Monday through Thursday, there are two blocks each: one from 8 AM to 11 AM and another from 1 PM to 3 PM. On Friday, there is a single block from 7 AM to 11 AM. At the bottom of the grid, there are four buttons: 'ADD NEW SCHEDULE' (on Sunday), 'SAVE', 'RENAME', and 'DELETE'.

To edit a schedule, click the schedule's name you wish to edit.

Modify the times and days scheduled by clicking on the start and/or end times for the scheduled blocks. You may also click on the time block to produce the pop-up window that can be used to manually enter the desired time blocks.

To delete an entire block of time, right-click on the block of time then click **Delete event**.

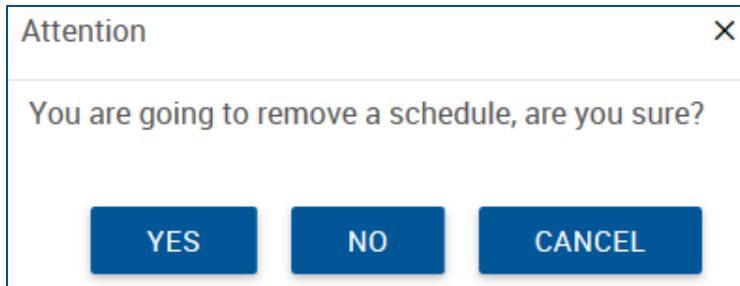


The screenshot shows a pop-up window for deleting an event. It has a grid with time slots on the x-axis (8 AM, 9 AM, 10 AM, 11 AM, 12 PM) and four orange blocks on the y-axis. A 'Delete event' button is overlaid on the third block.

You may also rename the schedule by clicking the **Rename** button to populate the Name window. Make your desired changes, then click **Save**.

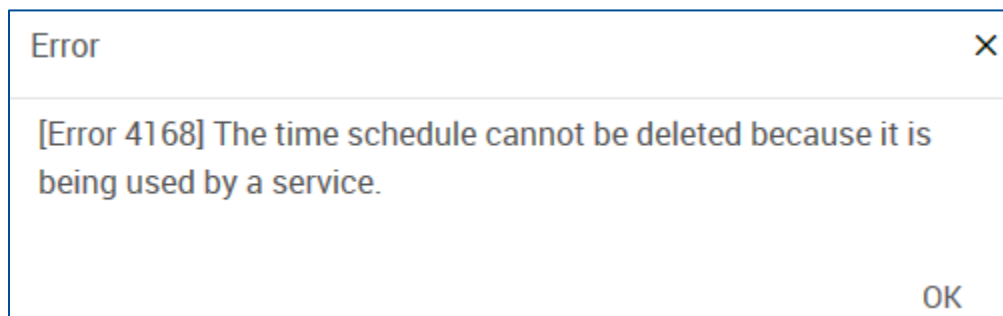
Deleting a Schedule

To delete a schedule, click the desired schedule using the name tabs at the top of the Time Schedules menu. Click the Delete button. When the Attention window populates asking you to confirm the action, click **Yes**.



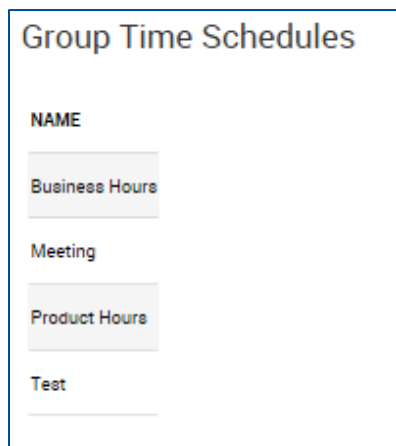
The page will refresh and the schedule will no longer be available.

If the schedule is currently in use (assigned to a feature), you may not delete the schedule. You will receive an error stating: **[Error 4168] The time schedule cannot be deleted because it is being used by a service.** To delete this schedule, locate the feature using this schedule and disable it or assign a different schedule. You will then return to the User Profile to delete it.



Group Time Schedules

The Group Time Schedules section lists available Group Time Schedules configured by an administrator. Users may use these schedules for their call features but they cannot edit or delete these schedules.



Holiday Schedules

Similar to Time Schedules, Holiday Schedules may be configured and assigned to features such as Sequential Ring and Call Forward to manage call routing during defined holidays. This page allows you to add, edit, and delete a Holiday Schedule.

Add a Holiday Schedule

To add a new Holiday Schedule:

1. Click the **Add Holiday Schedule** button.
2. The Add Holiday Schedule window will populate which is divided into columns labeled **Holiday**, **Date Start**, **Date End**, and **Recurrence**.
3. Enter a name for the schedule at the top in the field labeled **Holiday Schedule Name**.
4. Enter a name for the Holiday in the column labeled **Holiday**.
5. Enter the **Date Start** for that holiday in the following format: MM/DD/YYYY or use the calendar icon to select a date.
6. Enter the **Date End** for that holiday in the following format: MM/DD/YYYY or use the calendar icon to select a date.
7. Set the **Recurrence** for the holiday. The recurrence options are **None** (never recurs), **Indefinite** (recurs annually forever), or **Limited** (recurs annually for a given amount of years). If you choose Limited, a new column will appear with a **To Date** field. Enter the date when you would like this holiday to stop occurring in the MM/DD/YYYY format or use the calendar icon to select a date.
8. Click the **Save** button to keep your changes.

Edit Holiday Schedule

* indicates required field.

* Holiday Schedule Name:

All Holidays

Holiday	Date Start	Date End	Recurrence
Black Friday	11/25/2016	11/25/2016	None
Christmas Day	12/25/2016	12/25/2016	Indefinite
Christmas Eve	12/24/2016	12/24/2016	Indefinite
Independence Day	07/04/2016	07/04/2016	Indefinite
Labor Day	09/01/2016	09/01/2016	Limited To Date: 09/01/2017
Memorial Day			Indefinite
New Year's Day			Indefinite

September 2016

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24

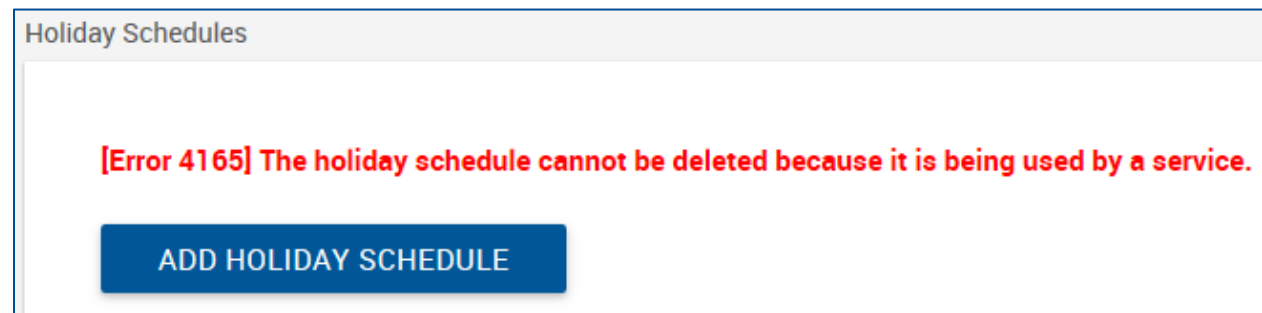
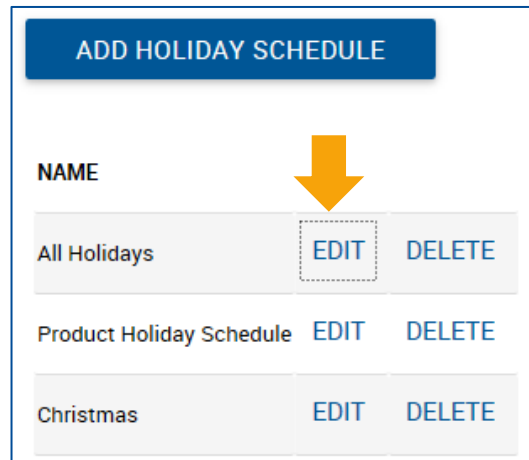
CANCEL
SAVE

Editing and Deleting a Holiday Schedule

To edit a holiday schedule, locate the schedule from the list and click the **Edit** button to open the **Edit Holiday Schedule** menu. Edit the desired menu options. Click the **Save** button to keep your changes.

To delete the holiday schedule, locate the schedule from the list and click the **Delete** button. A confirmation window will populate. Click **OK** to proceed.

If the schedule is currently in use (assigned to a feature), you may not delete the schedule. You will receive an error stating: **[Error 4165] The holiday schedule cannot be deleted because it is being used by a service.** To delete this schedule, locate the feature using this schedule and disable it or assign a different schedule. You will then return to the Group Profile to delete it.



Group Holiday Schedules

The Group Holiday Schedules section lists available Group Holiday Schedules configured by an administrator. Users may use these schedules for their call features but they cannot edit or delete these schedules.

