

Out of hours messages / diverting

165 Mark Simcoe Mon, Sep 18, 2017 [How to and FAQs](#) 2194

Out of hours controls

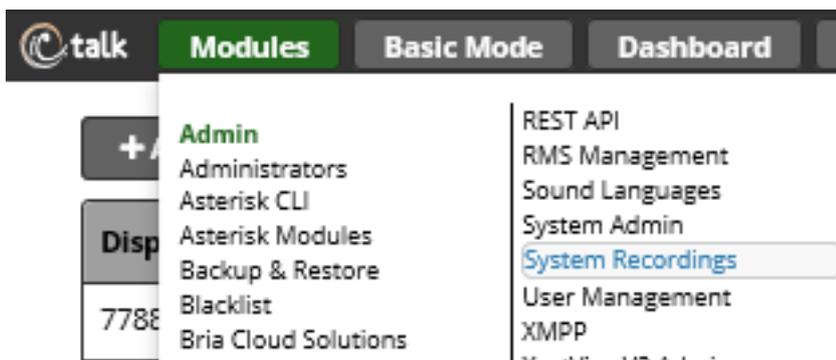
There are many ways to accomplish out of hours controls and here this FAQ will cover a couple of possibilities and the steps you should consider, the final results are entirely up to you as is the final destination or call flows.

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

+ Add Recording

Then complete the next screen as below

Add New System Recording

Name: Out of Hours Message

Description: Hi were closed blah blah....

File List for English British IC-talk HCC v1.0: English British IC-talk HCC v1.0

Upload Recording: Browse

Drop Multiple Files or Archives Here

Record Over Extension: Enter Extension... Call

Add System Recording: Select a system recording

Link to Feature Code: Yes No Not supported on compounded or Non-Existent recordings

Feature Code Password:

Convert To: alaw, g722, gsm, sln, sln16, sln48, ulaw, wav

Submit, Reset

- 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: nameofile Cancel 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)

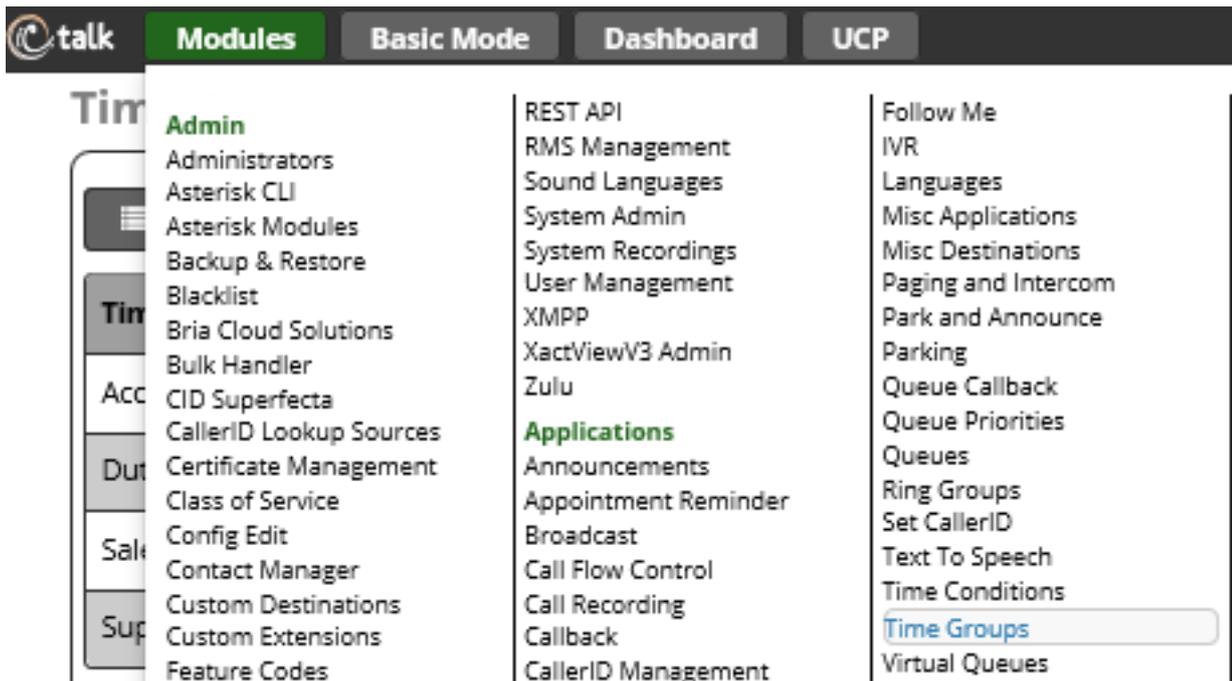
Announcement: Edit

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 Hangup

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

Create the Time Group



Then setup your working hours and days (if you need more options for extra days then click '+ add time' to get more grids);

Time Groups

This time group is currently in use and cannot be deleted

Sales Open

Description ⓘ

Sales Working Hours

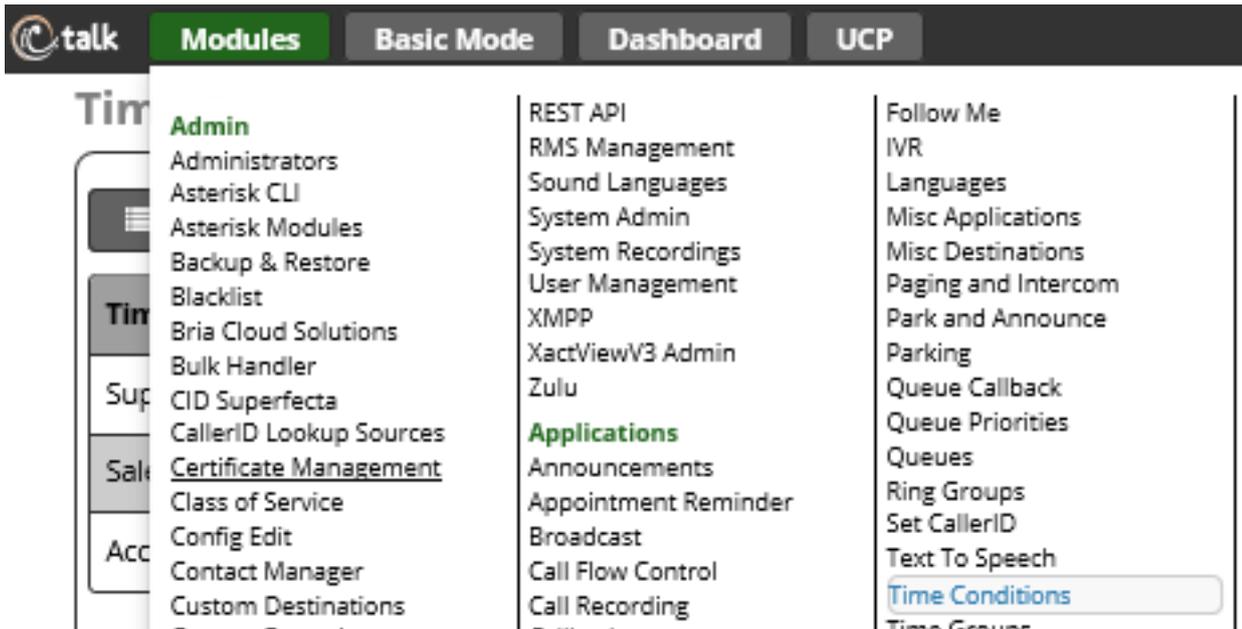
Time(s) ⓘ

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	-			▼

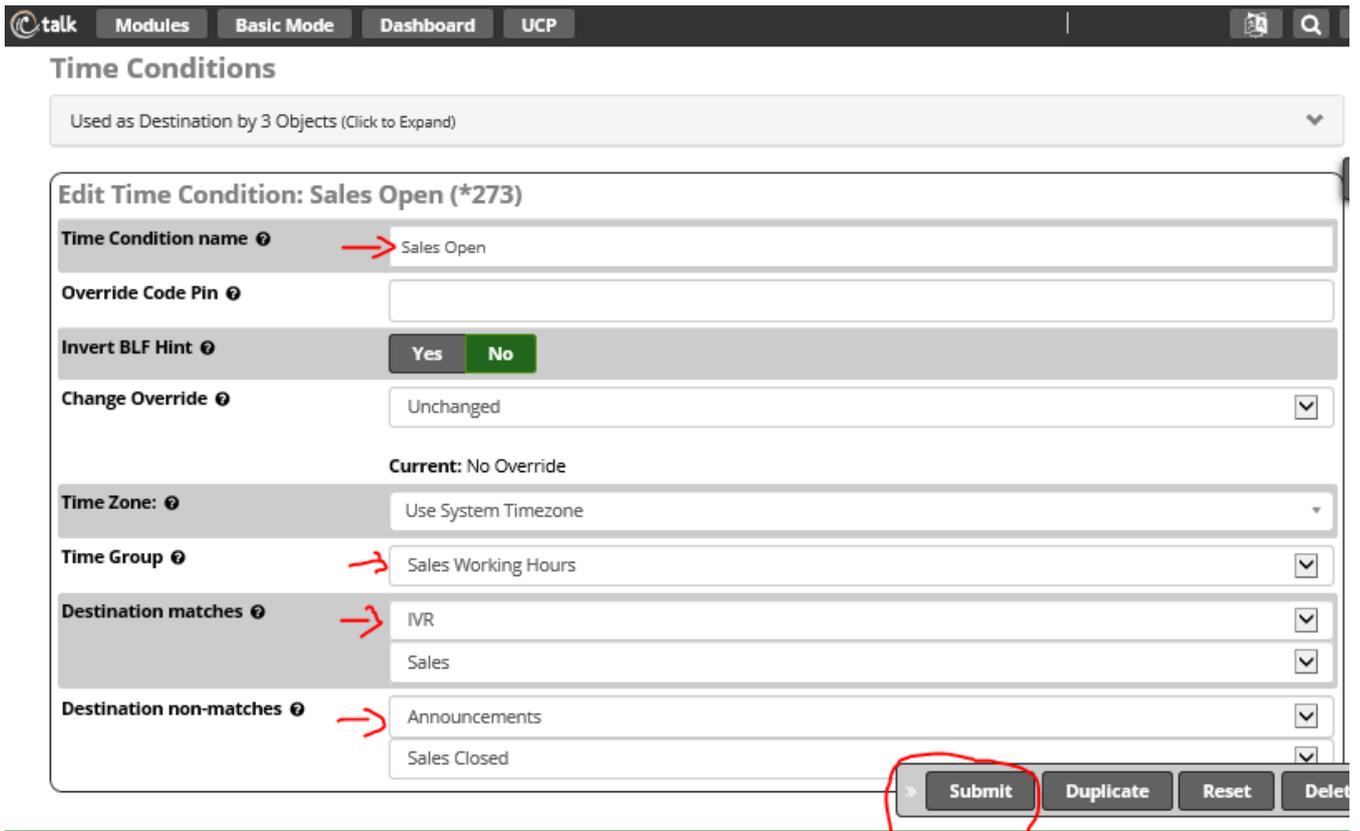
+ Add Time

> 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.



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;

The screenshot shows the Asterisk talk interface for configuring an 'Inbound Route'. The page title is 'Inbound Routes' and the specific route is 'Route: Sales Group'. The 'General' tab is selected, showing various configuration fields. The following fields are highlighted with red circles:

- Description: Sales Group
- DID Number: 01782667788
- Set Destination: Time Conditions (selected) and Sales Open
- Submit button

Other visible fields include CallerID Number (ANY), CID Priority Route (No), Alert Info (None), Ringer Volume Override (None), CID name prefix, and Music On Hold (Default).

All calls should now (once you submit and apply) follow the new dial plan.

Online URL: <https://kb2.ic.uk/article.php?id=165>