Out of hours messages / diverting

165 Mark Simcoe Mon, Sep 18, 2017 <u>How to and FAQs</u> 2043

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
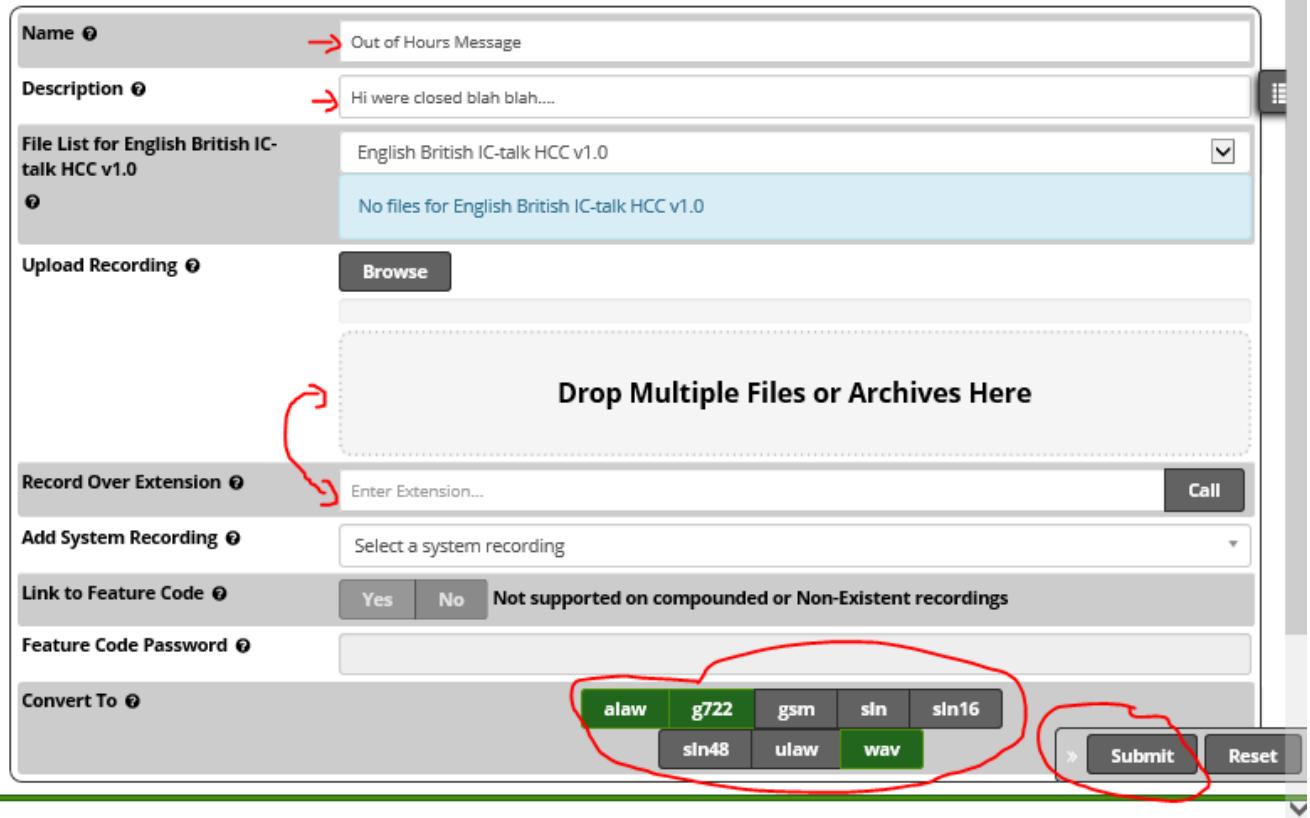
- Name your recording
- Add a description (I normally put what it says so I know)
- Then either drag your recording into the box (hit browse to select if not drag and drop)

  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
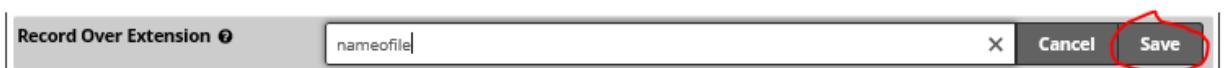
- Verify your recording (the play icon appears)
- Select the file formats to record into and then press Submit

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)

Announcement: Edit

Used as Destination by 2 Objects (Click to Expand)

Description ❓	Sales Closed
Recording ❓	Sales Closed
Repeat ❓	Disable
Allow Skip ❓	Yes **No**
Return to IVR ❓	Yes **No**
Don't Answer Channel ❓	Yes **No**
Destination after Playback ❓	Terminate Call
	Hangup

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

Create the Time Group
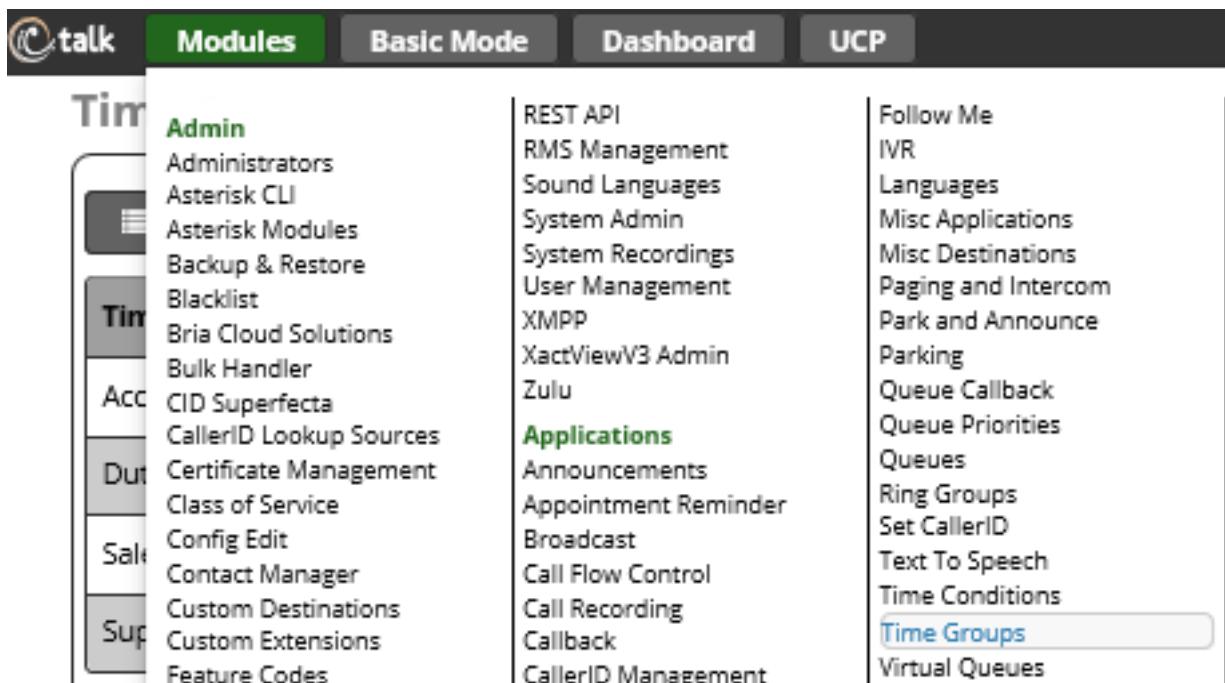
Admin	REST API	Follow Me
Administrators	RMS Management	IVR
Asterisk CLI	Sound Languages	Languages
Asterisk Modules	System Admin	Misc Applications
Backup & Restore	System Recordings	Misc Destinations
Blacklist	User Management	Paging and Intercom
Bria Cloud Solutions	XMPP	Park and Announce
Bulk Handler	XactViewV3 Admin	Parking
CID Superfecta	Zulu	Queue Callback
CallerID Lookup Sources		Queue Priorities
Certificate Management	**Applications**	Queues
Class of Service	Announcements	Ring Groups
Config Edit	Appointment Reminder	Set CallerID
Contact Manager	Broadcast	Text To Speech
Custom Destinations	Call Flow Control	Time Conditions
Custom Extensions	Call Recording	Time Groups
Feature Codes	Callback	Virtual Queues
	CallerID Management	

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

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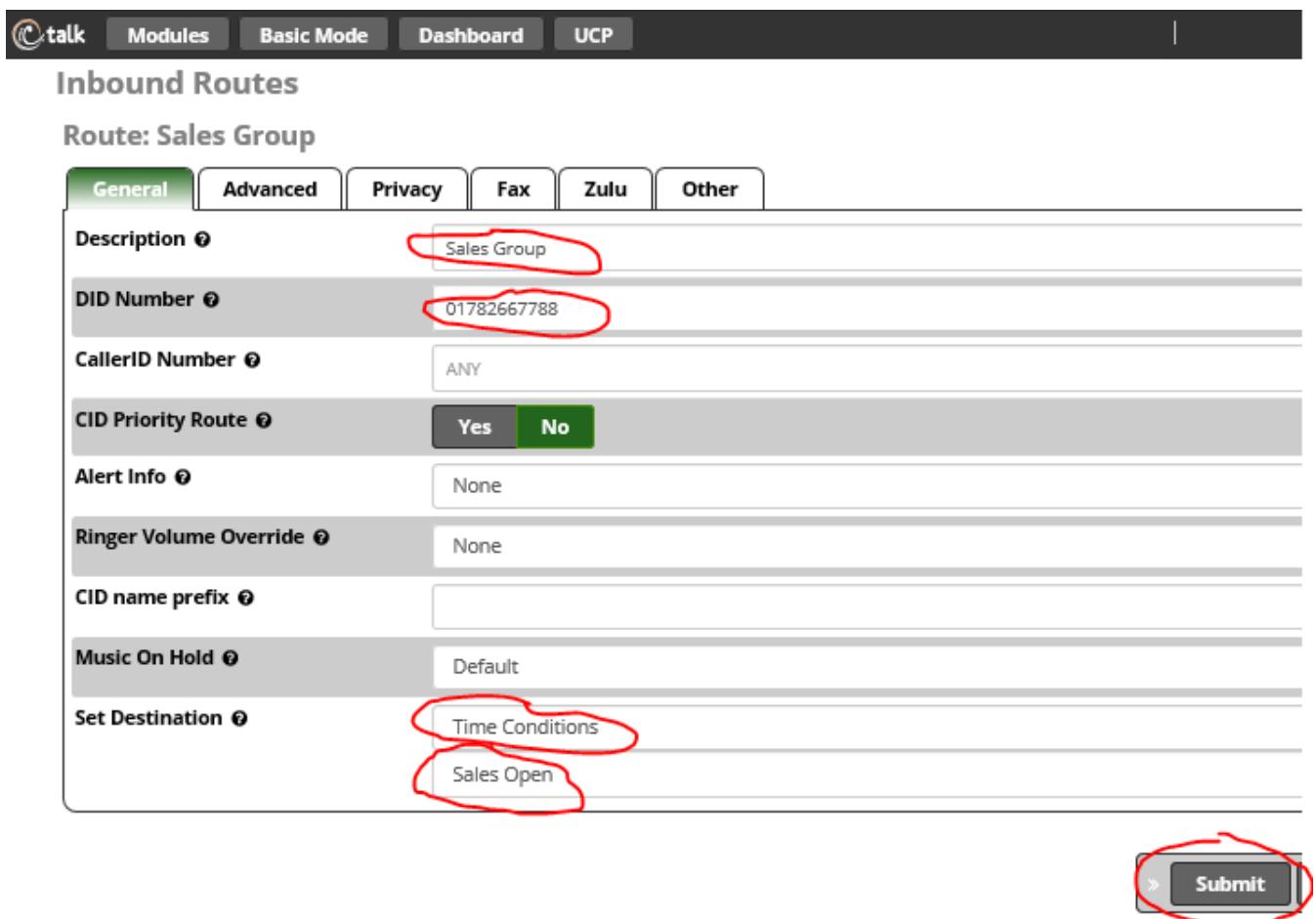
All calls should now (once you submit and apply) follow the new dial plan.