

# Out of hours messages / diverting

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



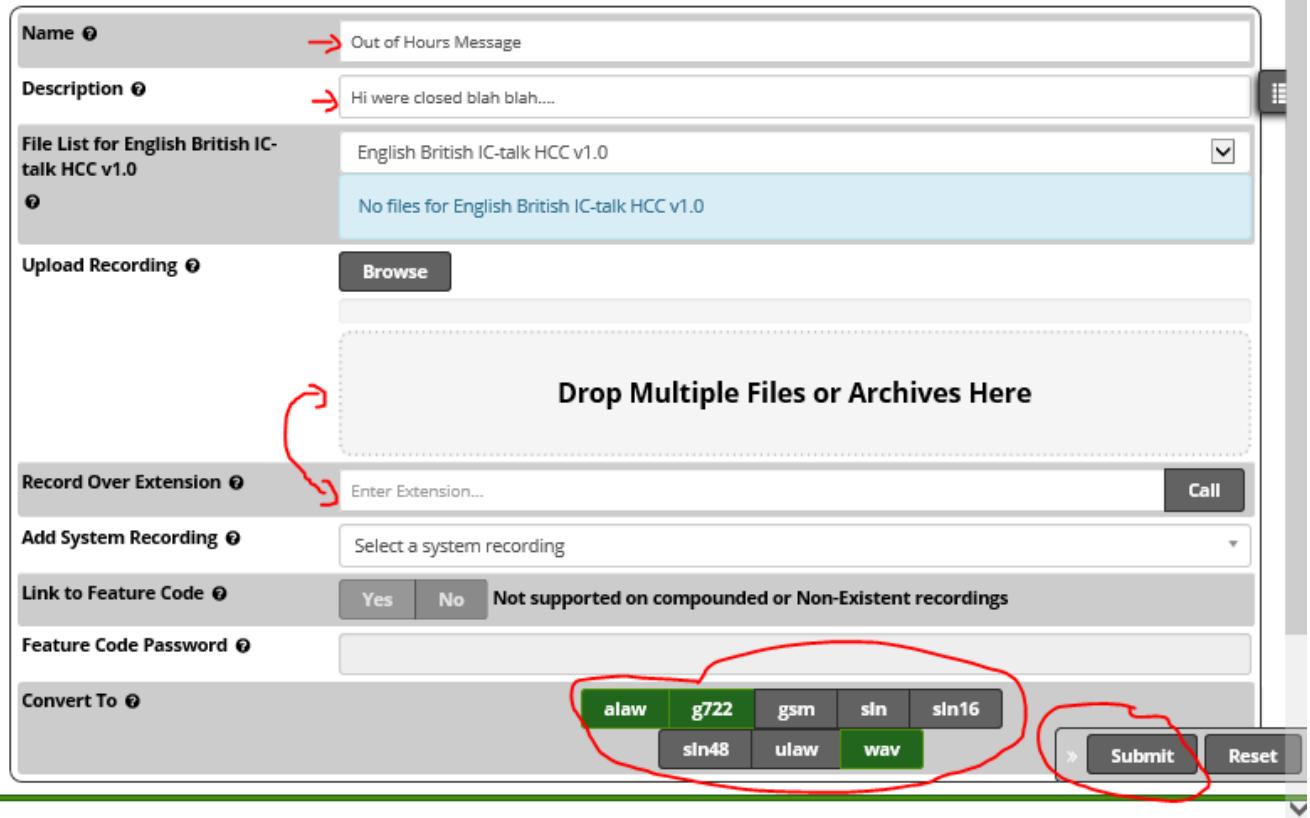
The screenshot shows the iTalk software interface. At the top, there is a navigation bar with tabs: 'talk' (disabled), 'Modules' (selected), 'Basic Mode', and 'Dashboard'. Below the navigation bar, there are three main menu categories: 'Admin', 'Disp', and '7788'. The 'Admin' category is expanded, showing sub-options: 'Administrators', 'Asterisk CLI', 'Asterisk Modules', 'Backup & Restore', 'Blacklist', and 'Bria Cloud Solutions'. The 'System Recordings' option is highlighted with a blue box. To the right of the menu, there is a list of other system management options: 'REST API', 'RMS Management', 'Sound Languages', 'System Admin', 'System Recordings' (highlighted), 'User Management', and 'XMPP'.

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

No files for 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

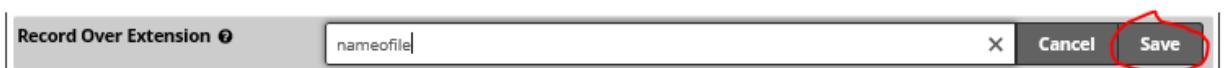
**Link to Feature Code** → **Yes** **No** Not supported on compounded or Non-Existent recordings

**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** → **nameoffile** **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** 

Yes

No

**Return to IVR** 

Yes

No

**Don't Answer Channel** 

Yes

No

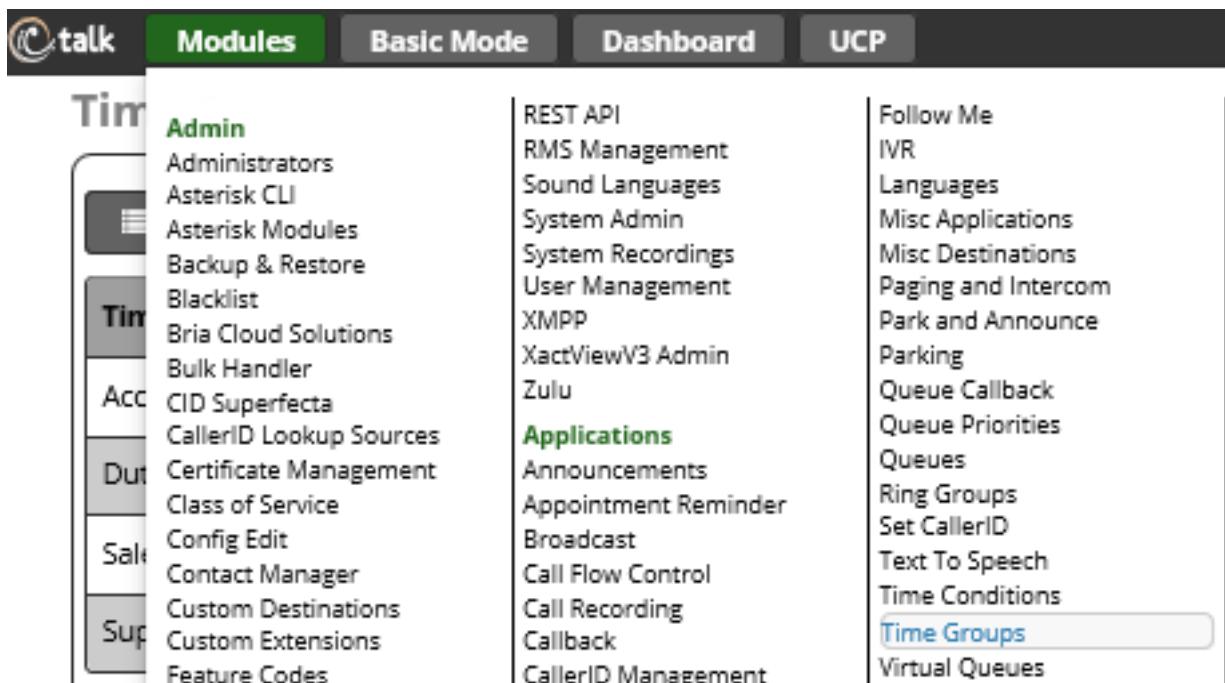
**Destination after Playback** 

Terminate Call

Hangup

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

Create the Time Group



The screenshot shows the iTalk UCP interface with the 'UCP' tab selected. The 'Modules' menu is open, showing a list of administrative and system management modules. The 'Time Groups' module is highlighted with a blue border.

Module	Sub-Module	Sub-Sub-Module
<b>Admin</b>	REST API	Follow Me
	RMS Management	IVR
	Sound Languages	Languages
	System Admin	Misc Applications
	System Recordings	Misc Destinations
	User Management	Paging and Intercom
	XMPP	Park and Announce
	XactViewV3 Admin	Parking
	Zulu	Queue Callback
	<b>Applications</b>	Queue Priorities
<b>Time Groups</b>	Announcements	Queues
	Appointment Reminder	Ring Groups
	Broadcast	Set CallerID
	Call Flow Control	Text To Speech
	Call Recording	Time Conditions
	Callback	<b>Time Groups</b>
	CallerID Management	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);

## 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

 iTalk

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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.

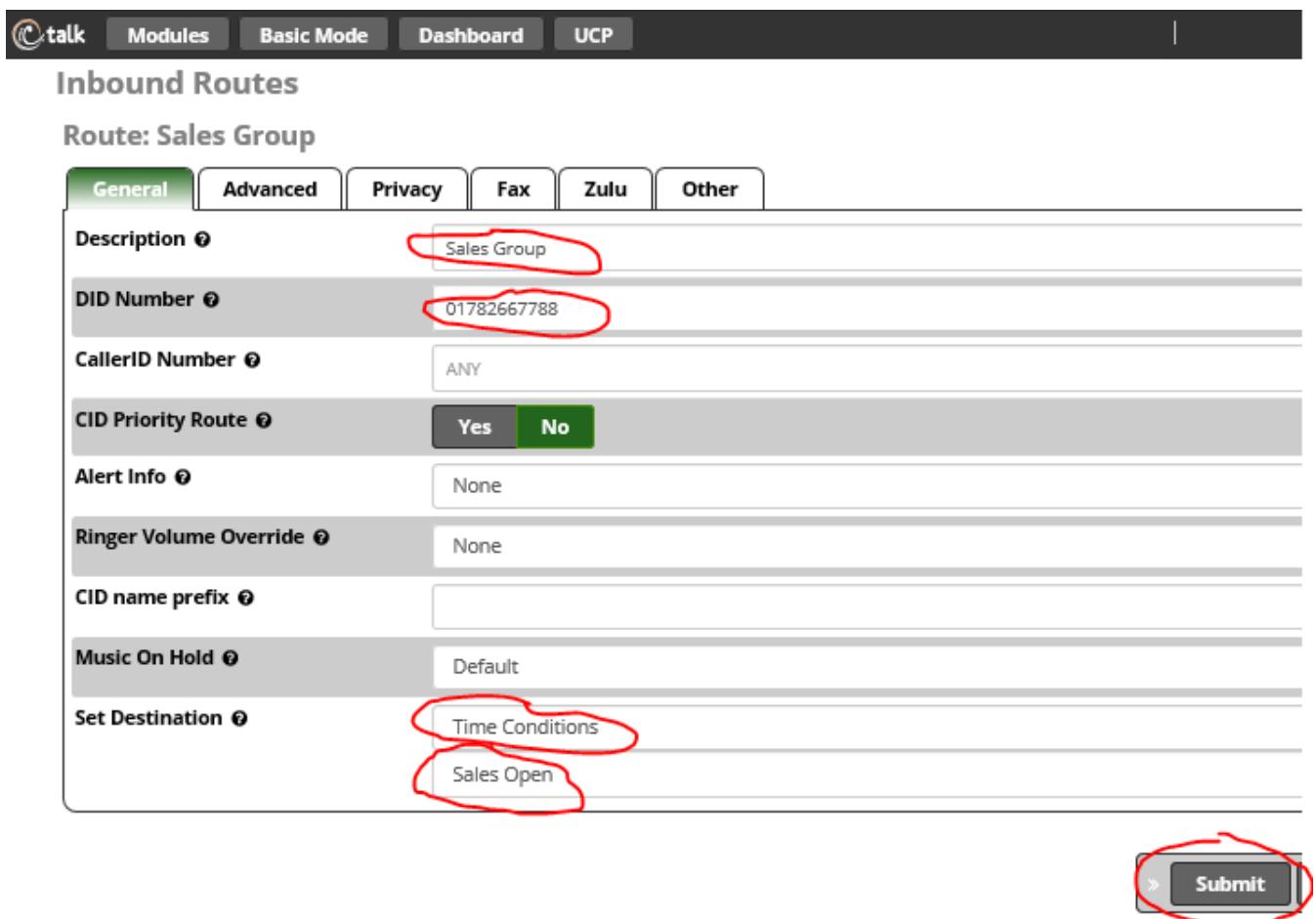
Then press 'Submit' and 'Apply' changes on the top bar.

## Point the DDI to the Time Condition



The screenshot shows the iTalk UCP interface with the 'Inb' (Inbound) tab selected. The 'Admin' section includes links for Administrators, Asterisk CLI, Asterisk Modules, Backup & Restore, and Blacklist. The 'UCP' section includes links for REST API, RMS Management, Sound Languages, System Admin, System Recordings, User Management, Follow Me, IVR, Languages, Misc Applications, Misc Destinations, Paging and Intercom, DAHDI Channel DIDs, DAHDI Config, Firewall, and Outbound Routes. The 'Inbound Routes' link is highlighted with a red box.

Then either create a new DID route or edit an existing one;



The screenshot shows the 'Inbound Routes' configuration page for a route named 'Sales Group'. The 'General' tab is selected. The configuration includes:

- Description:** Sales Group
- DID Number:** 01782667788
- CallerID Number:** ANY
- CID Priority Route:** Yes
- Alert Info:** None
- Ringer Volume Override:** None
- CID name prefix:** (empty)
- Music On Hold:** Default
- Set Destination:** Time Conditions, Sales Open

The 'Submit' button at the bottom right is circled in red.

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

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