

Out of hours messages / diverting

165 Mark Simcoe Mon, Sep 18, 2017 [How to and FAQs](#) 1739

Out of hours controls

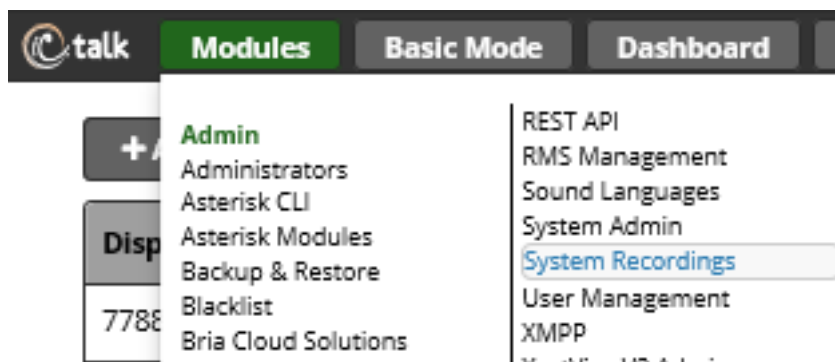
There are many ways to accomplish out of hours controls and here this FAQ will cover a couple of possibilities and the steps you should consider, the final results are entirely up to you as is the final destination or call flows.

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

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 **nameofile** **X** **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="button" value="Yes"/> <input checked="" type="button" value="No"/>
Return to IVR ?	<input type="button" value="Yes"/> <input checked="" type="button" value="No"/>
Don't Answer Channel ?	<input type="button" value="Yes"/> <input checked="" type="button" value="No"/>
Destination after Playback ?	Terminate Call
	Hangup

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

Create the Time Group

Modules

Basic Mode

Dashboard

UCP

Time

Admin

Administrators

Asterisk CLI

Asterisk Modules

Backup & Restore

Blacklist

Bria Cloud Solutions

Bulk Handler

CID Superfecta

CallerID Lookup Sources

Certificate Management

Class of Service

Config Edit

Contact Manager

Custom Destinations

Custom Extensions

Feature Codes

REST API

RMS Management

Sound Languages

System Admin

System Recordings

User Management

XMPP

XactViewV3 Admin

Zulu

Applications

Announcements

Appointment Reminder

Broadcast

Call Flow Control

Call Recording

Callback

CallerID Management

Follow Me

IVR

Languages

Misc Applications

Misc Destinations

Paging and Intercom

Park and Announce

Parking

Queue Callback

Queue Priorities

Queues

Ring Groups

Set CallerID

Text To Speech

Time Conditions

Time Groups

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

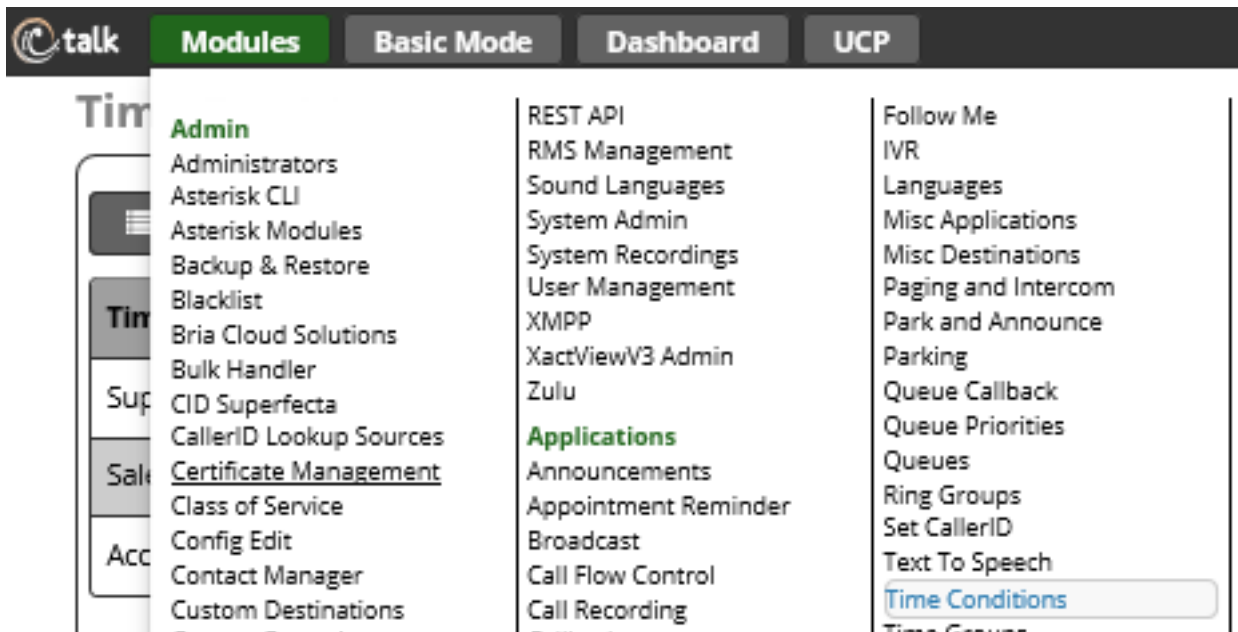


Submit



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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.

Used as Destination by 3 Objects (Click to Expand)

Edit Time Condition: Sales Open (*273)

Time Condition name → Sales Open

Override Code Pin

Invert BLF Hint Yes No

Change Override

Current: No Override

Time Zone

Time Group → Sales Working Hours

Destination matches →

- IVR
- Sales

Destination non-matches →

- Announcements
- Sales Closed

Submit Duplicate Reset Delete

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;

A screenshot of the 'Inbound Routes' configuration page in cPanel. The page title is 'Inbound Routes' and the specific route is 'Route: Sales Group'. There are tabs for 'General', 'Advanced', 'Privacy', 'Fax', 'Zulu', and 'Other'. The 'General' tab is active. The form contains the following fields:

- Description: Sales Group
- DID Number: 01782667788
- CallerID Number: ANY
- CID Priority Route: Yes (selected), No
- Alert Info: None
- Ringer Volume Override: None
- CID name prefix: (empty)
- Music On Hold: Default
- Set Destination: Time Conditions, Sales Open

A 'Submit' button is located at the bottom right of the form.

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

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