

SCHEDULES

SCHEDULES OVERVIEW

- Preconfigured dates, days or times used by features and services to determine call routing
- Time Schedule
 - A regular, consistent, recurring schedule
 - Ex. Business Hours, After Hours
- Holiday Schedule
 - May occur one time only or may be recurring
 - Identifies times when Time Schedule routing should be overridden
- Group-level schedules can be used for group services or by users for individual user features

CREATING A SCHEDULE

- Click the [Add] button to create a new schedule; choose Time or Holiday and click [OK]
- Click the Edit link by the newly-created schedule
- Click the [Add] button to add an event to the schedule
- Type in a name for the event, and select date(s) and time(s) you would like included in the schedule
- Select a recurrence schedule if applicable (typically necessary for Time Schedules)
- Click the [OK] button to save
- Continue creating events to be included in the schedule

DELETING A SCHEDULE

- In the Schedules view, click the box to the left of the schedule name, and click [Apply]
Note: this cannot be undone; if a schedule is deleted in error, it will have to be created again
- If the schedule is in use, you will see an error in red advising that it cannot be deleted

EDITING A SCHEDULE

- Click the Edit link by the schedule you wish to change
- Click the box to the left of the event name to delete an event
- Click on the Edit link to the right to edit an event; change any necessary details and click the [Apply] button to save changes
Note: any changes made will automatically apply to all services and features with that schedule applied