

Feature Overview

Business never sleeps in today's world. Unfortunately, the same cannot be said for the people conducting business. Maintaining an effective channel of communication that balances the needs of the business and the realities of its employees is vital. Time schedules are used to route incoming calls based on the day of the week and/or time of day. Schedules will be classified as either Business Hours or Holiday. They can be assigned to Auto Attendants from **My Site** or Selective Call Forwarding from **My Rules**.

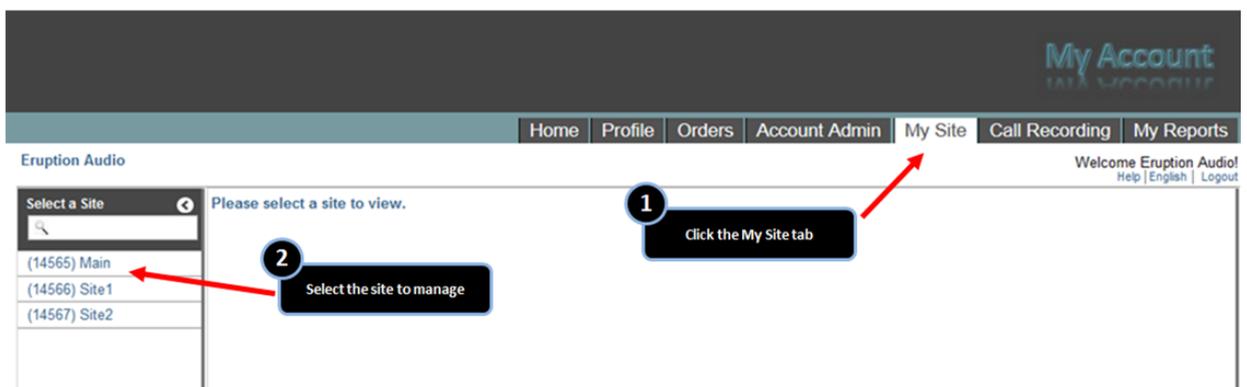
Schedule Notes:

- *Site Schedule is delivered with two pre-defined schedules used by the site Auto Attendant function:*
 - AUTOATTENDANT-BUSINESS-HOURS
 - AUTOATTENDANT-HOLIDAY
- *For proper Auto Attendant operation, verify that at least one event is defined in each of the pre-defined Auto Attendant schedules.*
- *If additional Site Schedules are defined, they will not impact Auto Attendant operation.*
- *User specific schedules can be implemented within My Rules in the My Phone dashboard. A user may use one of the existing Site Schedules, or create and manage user unique schedules using My Schedules.*
- *During a Holiday Schedule, callers will be routed to After Hours settings.*

Feature Setup

To use this service, log into My Account, then simply follow the steps detailed below.

Step 1. Go to My Site and Select a Site



Step 2. Go to Site Services

The screenshot shows a web dashboard titled "Welcome to My Site" for a BroadCloud PBX service. At the top, there is a navigation bar with tabs: "Phone Assignment", "Device Managem...", "Site Services", "User Features", "Call History", and "Notes". A red arrow points from a callout box labeled "1" to the "Site Services" tab. The callout box contains the text "Select 'Site Services'". Below the navigation bar, the main content area displays a "Welcome to My Site" message and a grid of quick links for managing the service, such as "Add/Modify Users", "Set Up Auto Attendant", and "Share a Line".

Step 3. Select the Schedule to Configure

The screenshot shows the "Schedule" management interface. At the top, there are buttons for "Add", "Edit", and "Delete". A callout box labeled "1" points to these buttons with the text "Click to Add a schedule. To Edit or Delete a schedule it must be selected first". Below the buttons is a search field with a callout box labeled "2" pointing to it, containing the text "Search for a schedule here". The main part of the interface is a table with two columns: "Schedule Name" and "Schedule Type". The table contains several rows, including "AUTOATTENDANT-BUSINESS-HOURS", "AUTOATTENDANT-HOLIDAY", "MEENAKSHI_TIME", "TED_HOLIDAY", "TED_TIME", and "TEST". A callout box labeled "3" points to the "AUTOATTENDANT-HOLIDAY" row with the text "Select a schedule to edit or delete it". At the bottom, there is a pagination bar showing "Page 1 of 1" and "Records per Page 10".

Schedule Name	Schedule Type
AUTOATTENDANT-BUSINESS-HOURS	TIME
AUTOATTENDANT-HOLIDAY	HOLIDAY
MEENAKSHI_TIME	TIME
TED_HOLIDAY	HOLIDAY
TED_TIME	TIME
TEST	HOLIDAY

Step 4. Add/Edit Existing Schedule

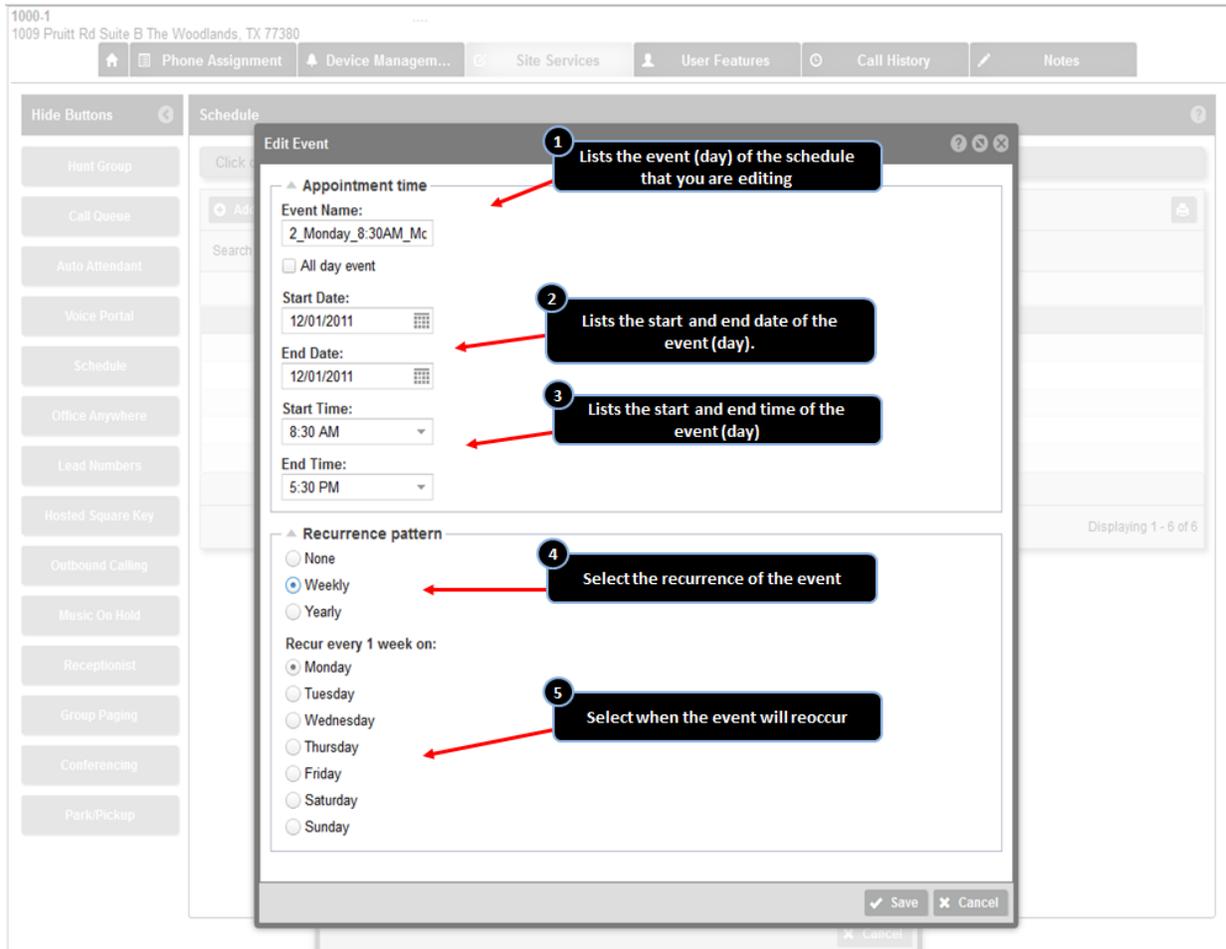
The screenshot shows a web interface for managing schedules. At the top, there's a title bar 'Schedule' and a window title 'AUTOATTENDANT-BUSINESS-HOURS: TIME'. Below this is a section for 'Schedule info for' with a 'Schedule Name' field containing 'AUTOATTENDANT-BUSINESS-HOURS' and a 'User Selection' section with radio buttons for 'Time' (selected) and 'Holiday'. A 'Save' button is at the bottom right of this section. Below the info section is a 'Schedule events' section with 'Add', 'Edit', and 'Delete' buttons. A table lists several events with columns for Event Name, All Day, Start Date, Start Time, End Date, End Time, and Recurrence. A 'Test event' is also listed. At the bottom, there's a pagination bar showing 'Page 1 of 1', 'Records per Page 10', and 'Clear Filters'.

1 Lists the schedule that you are viewing information about

2 Click to Add a schedule. To Edit or Delete a schedule it must be selected first

3 Select the day within the schedule to Edit or Delete

Event Name	All Day	Start Date	Start Time	End Date	End Time	Recurrence
1_Sunday_8:30A...		2011-12-01	8:30 AM	2011-12-01	5:30 PM	Yes
2_Monday_8:30A...		2011-12-01	8:30 AM	2011-12-01	5:30 PM	Yes
4_Wednesday_8:3...		2011-12-01	8:30 AM	2011-12-01	5:30 PM	Yes
5_Thursday_8:30A...		2011-12-01	8:30 AM	2011-12-01	5:30 PM	Yes
6_Friday_8:30AM...		2011-12-01	8:30 AM	2011-12-01	5:30 PM	Yes
7_Saturday_8:30A...		2011-12-01	8:30 AM	2011-12-01	5:30 PM	Yes
Test event		2014-03-03	7:30 AM	2014-03-21	1:15 PM	No



- 1) Select a day within the schedule to Edit. In the example above we are working with the schedule information associated with Monday
- 2) The schedule starts and ends on 12/1/11. But since we are setting up a recurring pattern for this day we are covered.
- 3) The schedule starts at 8:30am and ends at 5:30pm. This would be known as the business hours for that day. To add a schedule associated with off business hours a new schedule will need to be created from the main page.
- 4) Select the recurrence pattern for this event. Since we are working with a day of the week that we will apply business hours too, select the weekly recurrence. A yearly selection would be made for holidays. None would be selected for an occasion outside of a holiday or a special event at your office.
- 5) Select Monday to have this schedule reoccur on that day every week
- 6) Each step needs to be repeated for all 6 other days of the week

Step 5. Add/Edit Holiday

1000-1
1009 Pruitt Rd Suite B The Woodlands, TX 77380

Phone Assignment Device Managem... Site Services User Features Call History Notes

Hide Buttons

Hunt Group

Call Queue

Auto Attendant

Voice Portal

Schedule

Office Anywhere

Lead Numbers

Hosted Square Key

Outbound Calling

Music On Hold

Receptionist

Group Paging

Conferencing

Park/Pickup

AUTOATTENDANT-HOLIDAY: HOLIDAY

Show/hide panel by clicking triangular button

1 Lists the schedule that you are viewing information about

▲ Schedule info for

Schedule Name: AUTOATTENDANT-HOLIDAY

User Selection: Time Holiday

Save

▲ Schedule events

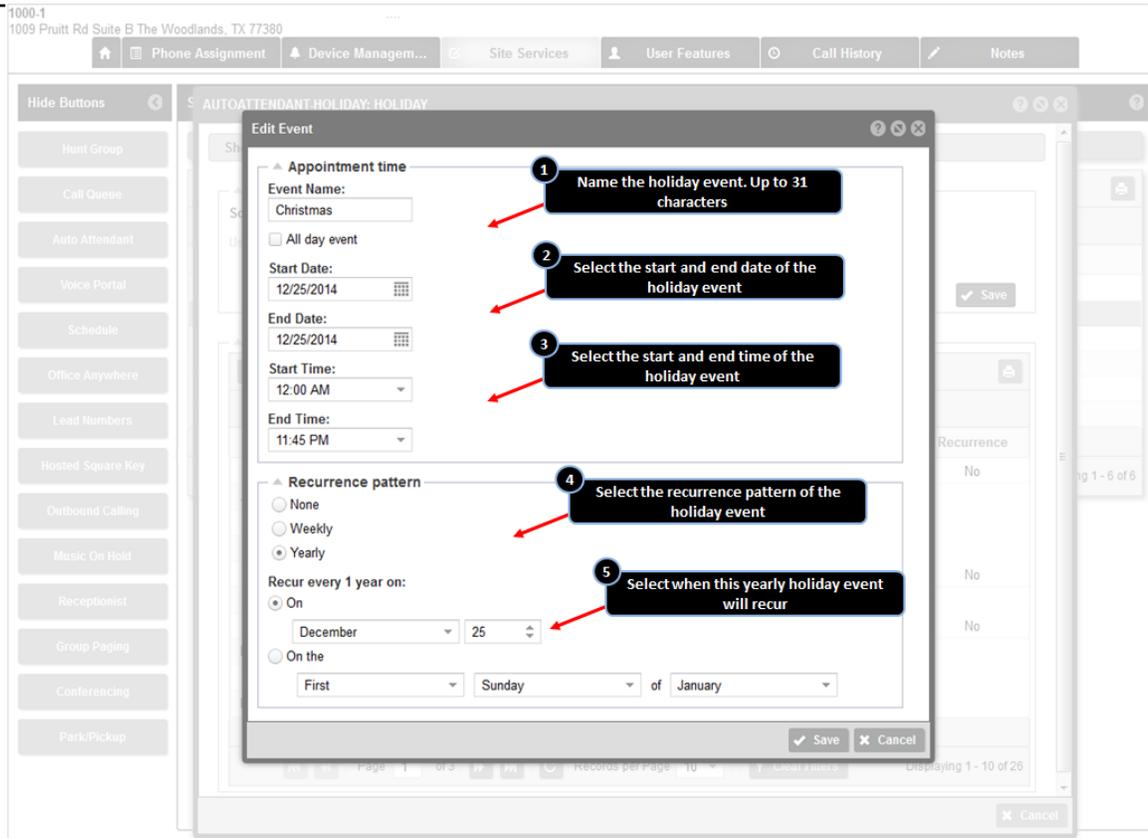
Add Edit Delete

Select to Add, Edit or Delete a holiday event

Event Name	All Day	Start Date	Start Time	End Date	End Time	Recurrence
Add		2014-03-05	0:00 AM	2014-03-27	6:00 AM	No
Ash Wednesday	✓	2012-02-10				
Christmas	✓	2012-12-04				
Columbus Day	✓	2012-10-08				
Event 3		2014-03-10	0:15 AM	2014-03-29	2:15 AM	No
Event 4	✓	2014-03-10				
Event 6		2014-03-10	1:00 AM	2014-03-29	2:00 AM	No
Independence ...	✓	2012-07-06				
Labor Day	✓	2012-09-03				
Martin Luther ...	✓	2012-01-16				

Page 1 of 3 Records per Page 10 Clear Filters Displaying 1 - 10 of 26

Cancel



- 1) Name the holiday event. In the example above we are scheduling Christmas
- 2) The schedule starts and ends on 12/25/14. Bust since we are setting up a recurring pattern for this holiday we will also apply this schedule to the future years
- 3) The schedule starts at 12:00am and ends at 11:45pm. This covers the full day. Conversely you could also select the “All day event” box
- 4) Select the recurrence pattern for this event. In this case we selected the yearly recurrence
- 5) Select Monday to have this schedule reoccur on that day every week
- 6) Each step would need to be repeated for any other holidays

NOTE: There is a thirty-one character limitation when naming a holiday.