



Gear up your PBX

Cut Costs, Boost Profits

Version 20160226

Time Based Scheduling



Goal of this Module

- Automate Routing Destinations based on Time/Day
 - For Inbound Rules
 - For Extension Profiles
 - Handling of Holidays

Concept: Office Hours

- Defines 3 States based on time
 - **In** Office Hours (*working*)
 - **Break** Times (*eating, extensions only*)
 - **Out** of Office Hours (*sleeping*)
- Can alter Behavior of
 - Inbound Rules
 - Extensions

Definition: Global Office Hours

- A day-by-day time schedule
- On a weekly basis
- Defines when the **whole** PBX is:
 - **In** Office Hours
 - **Break** Times (only apply for extensions)
 - **Out** of Office Hours

Definition: Specific Office Hours

- A day-by-day time schedule
 - On a weekly basis
- Can be set **individually** for each:
- Inbound Rule
 - Extension
- **Overrides** Global Office Hours

Definition: Holidays

- **Specific** Hours of a Single Day
- Or a **Range of Day(s)**
- On an annual basis
- Defines when the **whole** PBX is in **Holiday** mode

Configuring Holidays

- Management Console → Settings → Office Hours & Holidays
- Set Single or Range of Days that are Holidays
- Set the Prompt to be played on each Holiday

Configure Holidays

System will be switched to Out Of Office hours mode on these days and times

[+ Add](#) [✎ Edit](#) [✕ Delete](#)

Name	Date	Time	Is Every Year	Prompt
Xmas	From 25 December To 26 December	00:00 - 23:59	Every Year	OfficeClosed.wav ✕
Xmas Eve	24 December	15:00 - 23:59	Every Year	OfficeClosed.wav ✕
4th of July	4 July	00:00 - 23:59	Every Year	OfficeClosed.wav ✕

Concept: Inbound Routing - Global Office Hours

- Management Console → Inbound Rules → select your Inbound Rule
 - Destination for calls during office hours → **In** Office Hours
 - Destination for calls outside office hours → **Outside** Office Hours
 - If **Set up Specific Office Hours for this Trunk** is unchecked, then **Global Office Hours** are used

Ariadna Sarah OK Cancel Help

Routing of calls to Main Number

Destination for calls during office hours

Extension ▼

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Destination for calls outside office hours

Voicemail box for Extension ▼

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Set up Specific Office Hours for this trunk

Play holiday prompt when it's a global holiday

Concept: Inbound Routing - Specific Office Hours

- Management Console → Inbound Rules → select your Inbound Rule
 - Check Option *Set up Specific Office Hours for this Trunk*
 - Set the times
 - Inbound Rule **will ignore** Global Office Hours
 - Routing done based on the **Specific Office Hours** instead

Routing of calls to Main Number

Destination for calls during office hours

Extension

Destination for calls outside office hours

Vicemail box for Extension

Set up Specific Office Hours for this trunk

Office Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00 - 21:00	13:00 - 21:00	13:00 - 21:00	11:00 - 15:00	13:00 - 21:00	Configure	Configure
Configure	Configure	Configure	17:00 - 21:00	Configure		
			Configure			

Apply these office hours even if it's a global holiday

Play holiday prompt when it's a global holiday

Concept: Inbound Routing - Holidays

- Management Console → Inbound Rules → select your Inbound Rule
 - Check Option *Play holiday prompt when it's a global holiday*
 - If it's Holiday → Global and Specific Office Hours are **ignored**
 - **Caller** hears the set **Prompt** depending on Holiday
 - Then **Caller** is **transferred** to the **HOL** Digital Receptionist

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Extension

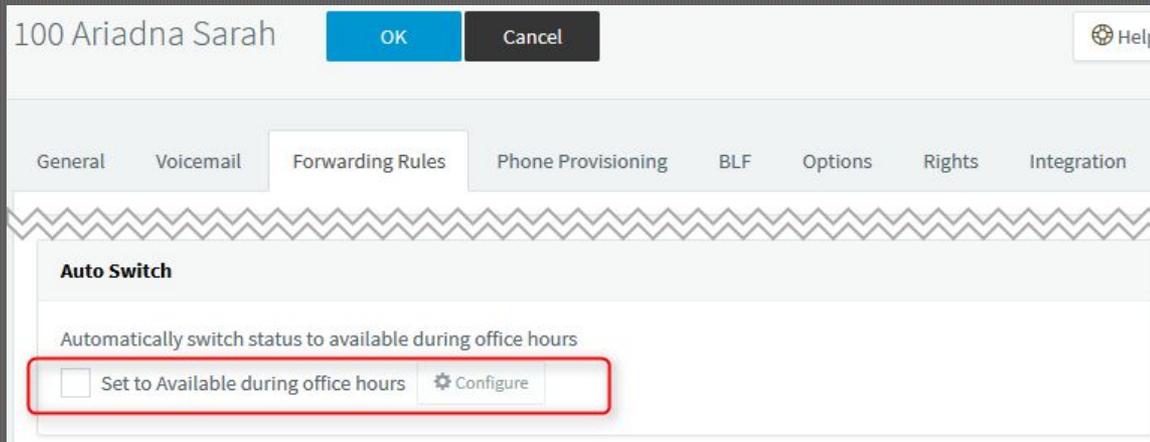
Destination for calls outside office hours

Set up Specific Office Hours for this trunk

Play holiday prompt when it's a global holiday

Concept: Extension Profile Switching

- Management Console → Extensions → edit your Extension → **Forwarding Rules** tab
- Check **Set to Available during office hours** in the **Auto Switch** section



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OK Cancel Help

General Voicemail **Forwarding Rules** Phone Provisioning BLF Options Rights Integration

Auto Switch

Automatically switch status to available during office hours

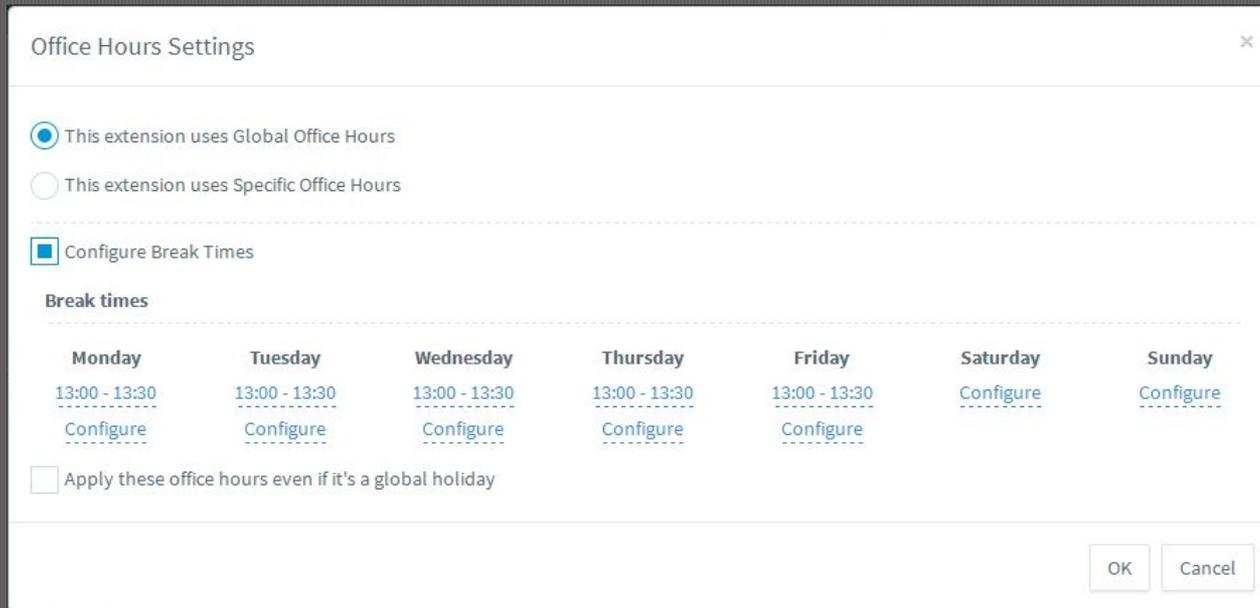
Set to Available during office hours [Configure](#)

Concept: Extension Profile Switching

- Extension Profile will **automatically** change
 - **In** Office Hours → **Available** Profile
 - **Break** Time → **Away** Profile
 - **Outside** Office Hours → **Do not Disturb** Profile
- Extension behaves based on **new Profile**

Concept: Extension Profile Switching - Global

- Press **Configure** → Select *This extension uses Global Office Hours*
 - Profile will change based on Global Office Hours
 - Set per Extension Break Times to **override** the Global Break Time



The screenshot shows a dialog box titled "Office Hours Settings" with a close button (X) in the top right corner. It contains two radio button options: "This extension uses Global Office Hours" (selected) and "This extension uses Specific Office Hours". Below these is a checked checkbox for "Configure Break Times". A section titled "Break times" contains a table with columns for days of the week (Monday through Sunday). Each cell in the table displays a time range (13:00 - 13:30) and a "Configure" link. At the bottom left, there is an unchecked checkbox for "Apply these office hours even if it's a global holiday". At the bottom right, there are "OK" and "Cancel" buttons.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00 - 13:30 Configure	Configure	Configure				

Concept: Extension Profile Switching - Specific

- Press **Configure** → Select *This extension uses Specific Office Hours*
- Set **Specific** Office Hours
 - Profile will change based on Specific Office Hours
 - Set per Extension Break Times to **override** the Global Break Times
 - Schedule applies **only** for this Extensions

Office Hours Settings

This extension uses Global Office Hours

This extension uses Specific Office Hours

Office Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Configure	Configure
Configure						

Configure Break Times

Break times

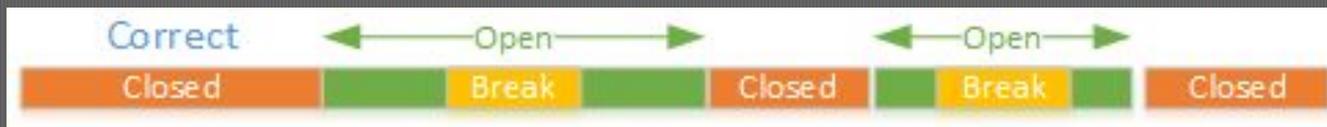
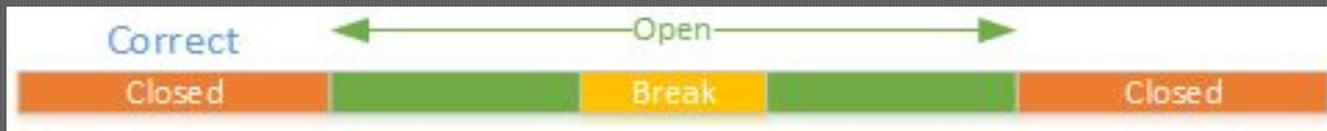
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	13:00 - 13:30	Configure	Configure
Configure						

Apply these office hours even if it's a global holiday

OK Cancel

Tip: Correct Office Hours Declaration

- Correct Time Ranges





Gear up your PBX

Cut Costs, Boost Profits

More Training Material at:
www.3CX.com/3CXAcademy

