

The OSSmosis 4.0 Administrator User Guide - Time Schedules

Time Schedules:

➤ Time Schedules are used to change business hours due to weather or special circumstances and can be created for individual locations or for the entire Account.

➤ To create a Time Schedule for the entire Account, select **“Add Account Level Time Schedule”**

Telephony Setup > Evolve Dev Testing (eip-000000093) Groups > Account Level Time Schedules

Selected Account: eip-000000093 Evolve Dev Testing View Locations

View Account Groups

Time Schedule Name

Business Hours

Business Hours2

Add Account Level Time Schedule

➤ To view or edit a Time Schedule by location, select the location you wish to view and click on **“Time Schedules”** from the Telephony Setup drop down menu.

Telephony Setup > Evolve Dev Testing (eip-000000093) Groups > Account Level Time Schedules

Selected Account: eip-000000093 Evolve Dev Testing View Locations

View Account Groups

Time Schedule Name

Business Hours

- Click on Edit associated with the schedule you want to change or add a new time schedule by selecting the **“Add Time Schedule”** tab.
- Create an entry for each time period in the schedule.

Basic View Entries:

- Check off the days of the week you wish the time schedule to play
- Enter the start time(HH:MM) and select AM or PM from the drop-down list box.
- Enter the end time (HH:MM), and select AM or PM from the drop-down list box.
- To save changes, click **“Save Changes”** located on the left hand side of the screen.

Time Schedule Name: Summer Hours

Basic View Entries (5)

Selected Days...	Start Time	End Time
<input type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday	09:00 AM (hh:mm)	05:00 PM (hh:mm)
<input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday	08:30 AM (hh:mm)	05:00 PM (hh:mm)

Advanced View Entries:

- Select the Start Day, type the time(HH:MM) and select AM or PM from the drop-down list box.
- Select the End Day, type the time (HH:MM), and select AM or PM from the drop-down list box.

Advanced View Entries (1)

Start Day	Start Time	End Day	End Time
Thursday	09:00 AM (hh:mm)	Wednesday	06:00 PM (hh:mm)

Add Schedule Entry

Note: For Time Schedules that apply Overnight, use the Advanced View Entries section. **(Example: setting up call forwarding to another phone number during after hours).**

Time Schedules: Applying to Auto Attendant

- After you have added the schedule, you must activate it in the Auto Attendant.
 - Choose the Auto Attendant that you wish to edit.
 - Go to the “**Business Hour Schedule**” section of the auto attendant located underneath “**Scheduling**”.
 - Select the drop down menu and choose which Time Schedule you would like to apply.

The screenshot shows the 'Auto Attendant Settings' page. The 'Business Hour Schedule' dropdown menu is highlighted with a red box. The page includes fields for Id, Name, Department, Calling Line ID, Scheduling, and Holiday Schedule.

The screenshot shows the 'Business Hours Menu' and 'After Hours Menu' pages. The 'Personal' greeting option and 'Choose File' button are highlighted with a red box. The pages include tables for menu items and their actions.

- Once this is activated in the Auto Attendant, your default Business Hours & After Hours greeting will play.
- If you would like to create a personalized Business Hours and After Hours greeting, you must use a .wav file
- For a personalized greeting, make sure your voicemail to email is turned on (**Evolve IP Toolbar/Services/Voice Messaging**) and leave yourself a voicemail of the greeting you would like to use.
- Once you receive the voicemail, name the greeting and save the .wav file onto your desktop or a shared drive.
- Change greeting from default to personal and browse in the personal greeting file for the correct wav file.
- Select “**Activate Changes**” located on the left hand side of the screen.

Note: Time Schedule Greetings must be downloaded into the Business Hours Menu. All personalized messages should be housed in a file folder on your network because you will need to put the original message back on the AA once the event is over.