

Setting Up Office Hours

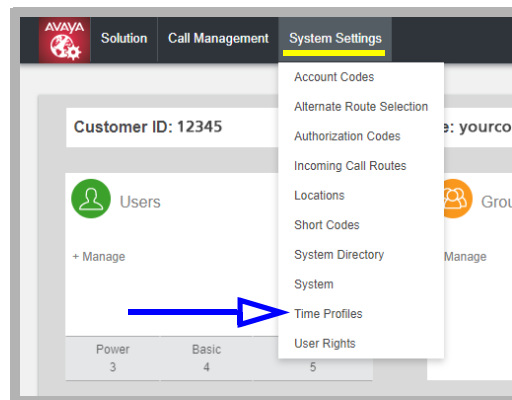
I WOULD LIKE TO...

Every company keeps to its own schedule. When does the workday start, and when does it end? Are you open weekends? Are you closed for holidays? Set the start and end time for each day of the week, including when you are closed. You can even create special profiles just for holidays, activating them just before they need to be active.

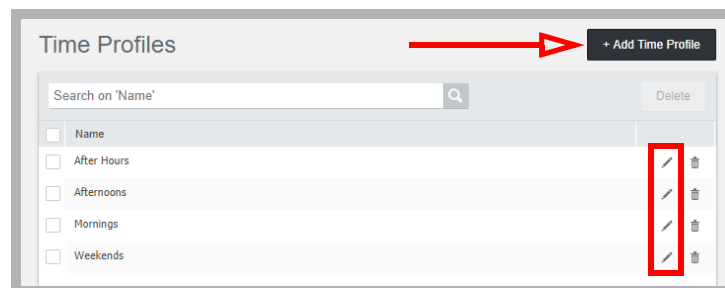
For each of these options, you can record a greeting specific to that event: “Good morning...”, “Our offices are now closed. We will reopen at...”, “Happy Canada Day!...”, and so on.

CREATING A TIME PROFILE

- Launch Web Manager and login using administrator credentials.
- Open the **System Settings** tab and click **Time Profiles**.



- Click **+Add Time Profile**, or click the **Edit** icon  beside an existing profile.



- Give this configuration a name, and select **Timed Operation** from the **Manual Override** dropdown menu. Click **+Add Time Profile Entry**.

- Set whether this is to be an ongoing schedule (**Recurrence pattern = Yes**) or not. Select a **Start Time** and **Stop Time** for this entry. You can manually type in any value that is not on the dropdown menu (e.g. 12:15). Choose which days of the week this profile will be used. When finished, click **OK** to add this entry to profile.

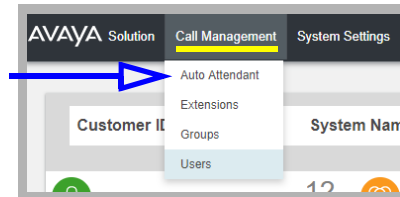
- Repeat as necessary to build up a complete list of your company operating hours. Make sure that you have effectively covered both the hours that you are closed as well as the hours you are open. Build a single profile with entries that cover your entire week, or break it into individual chunks to make management easier (mornings, afternoons, evenings, weekends, etc.). This allows your system to react appropriately at any time of the day, any day of the week.


Note: A single Time Profile can contain multiple Entries.

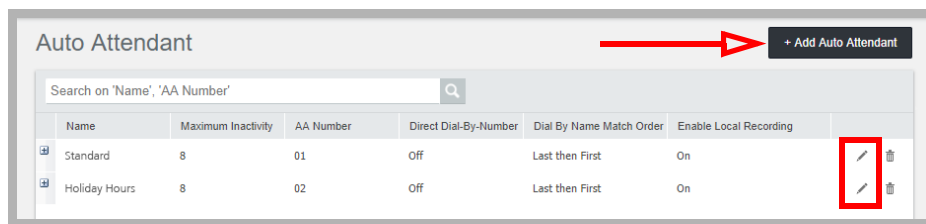
ACTIVATING TIME PROFILES

Once the time profiles have been built, you need to apply them to your company Auto Attendant so that it knows which greetings to play for incoming calls.

- Launch Web Manager and login using administrator credentials.
- Open the **Call Management** tab and click **Auto Attendant**.



- Select **+Add Auto Attendant**, or click the **Edit** icon  beside an existing one.

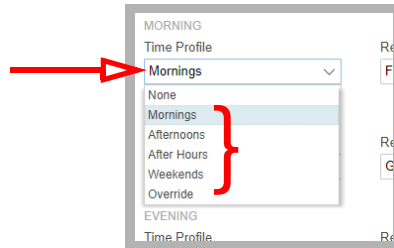


- There are spaces for you to add morning, afternoon, and evening time profiles.

A screenshot of the 'Edit Auto Attendant' configuration page for the 'Standard' profile. The page is divided into sections: 'SETTING GROUPS' (with 'Auto Attendant' selected), 'BASIC SETTINGS', 'MORNING', 'AFTERNOON', 'EVENING', and 'MENU OPTIONS'. The 'MORNING' section is highlighted with a red box. It contains a 'Time Profile' dropdown menu set to 'Mornings', a 'Recording Name' field with 'Good Morning', and a 'Dial To Record Greeting' field with '*8101' and an 'Upload Greeting' button. Similar fields are present for 'AFTERNOON' (Recording Name: 'Good Afternoon', Dial To Record Greeting: '*8201') and 'EVENING' (Recording Name: 'Sorry We're Closed', Dial To Record Greeting: '*8301'). The 'MENU OPTIONS' section has a Recording Name of 'It's the Weekend' and a Dial To Record Greeting of '*8401'. At the bottom, there are 'Update' and 'Cancel' buttons.

Note: If you created a single profile that contains all of your hours, you only need to activate one of these options.

From the dropdown menu, choose the time profile to apply, or select **None**.



GREETINGS

To add the greeting that will be played when someone calls in, you have the choice to record it using your telephone, or record the greeting elsewhere and save it as a WAV file.

- To record the greeting using your telephone, on your telephone keypad enter the **Dial To Record Greeting** short code listed beside the category. For example, for the Morning category, the short code is ***8101**.



- To use a WAV file, record the greeting using any software that you have available and save the recording to your hard drive in the WAV file format. Beside the appropriate category, click the **Upload Greeting** button.

Locate the WAV file using the Search **...** button, give it a user friendly name, and click **Upload**.

