

Create a Call Group Schedule

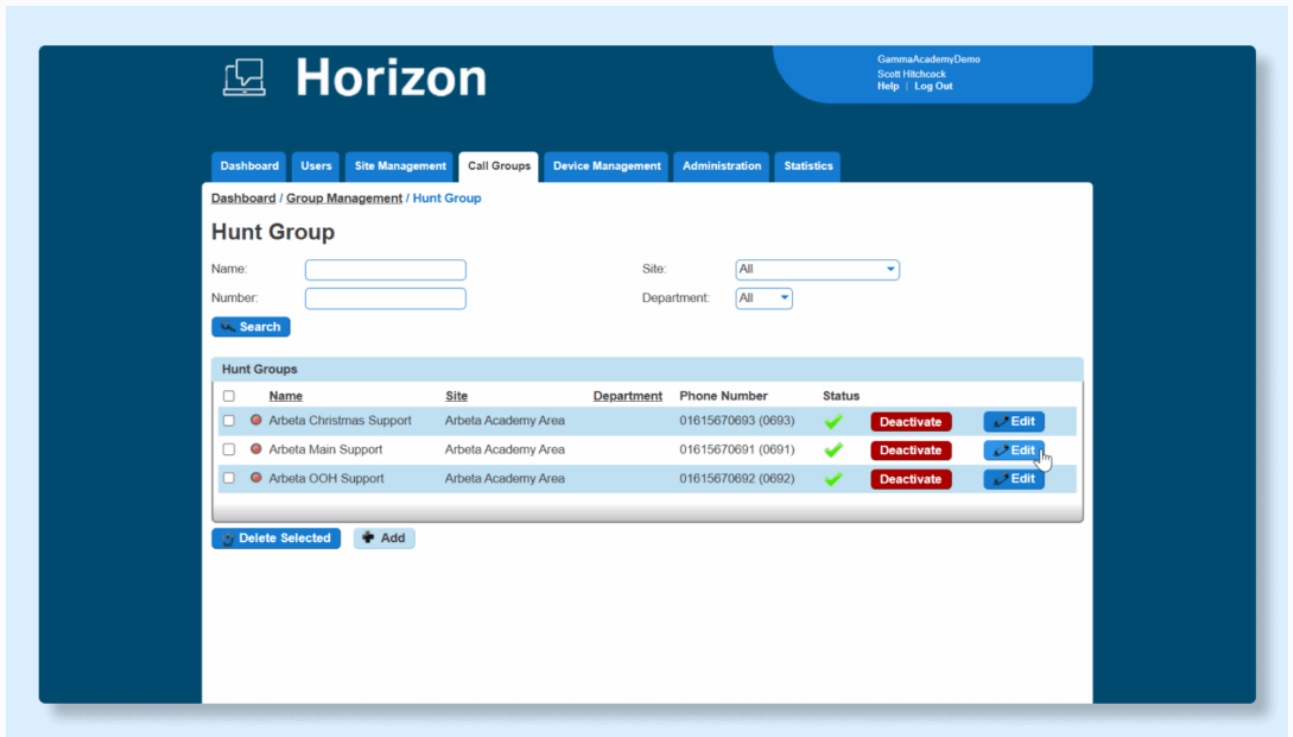
Schedules are used to determine what happens to calls when a business is closed. Horizon operates by always being open meaning it's always possible to receive calls. When a schedule is applied this will signal to the system that the business is closed and calls need to be routed to an alternative destination.

Schedules can be created for Hunt Groups and Call Queue Groups and we recommend creating the schedules at the individual group level allowing you to set specific schedules for each group. For help managing Auto Attendants please refer to [Configuring Schedules for Auto Attendants using a Hunt Group](#).

Note: Once you create a schedule it will be available to select from the dropdown when configuring schedules in other places. Therefore, if you have multiple groups on the same schedule this can be easily applied.

Enable the scheduling option

First we need to enable scheduling on a group. This is only possible if the Group Advanced Settings bolt-on has been provisioned.



1. Navigate to the relevant Call Group

1. Log into the **Horizon Portal**

2. Navigate to the relevant **Call Group**

3. Select the **Advanced Settings** tab

4. **Enable the toggle** next to Enable Virtual Package

5. Click **Edit** next to Schedule

6. Enter (or look up and select) **the forwarding destination**

7. Select **Use the following schedule**

8. Click the **+ plus icon**

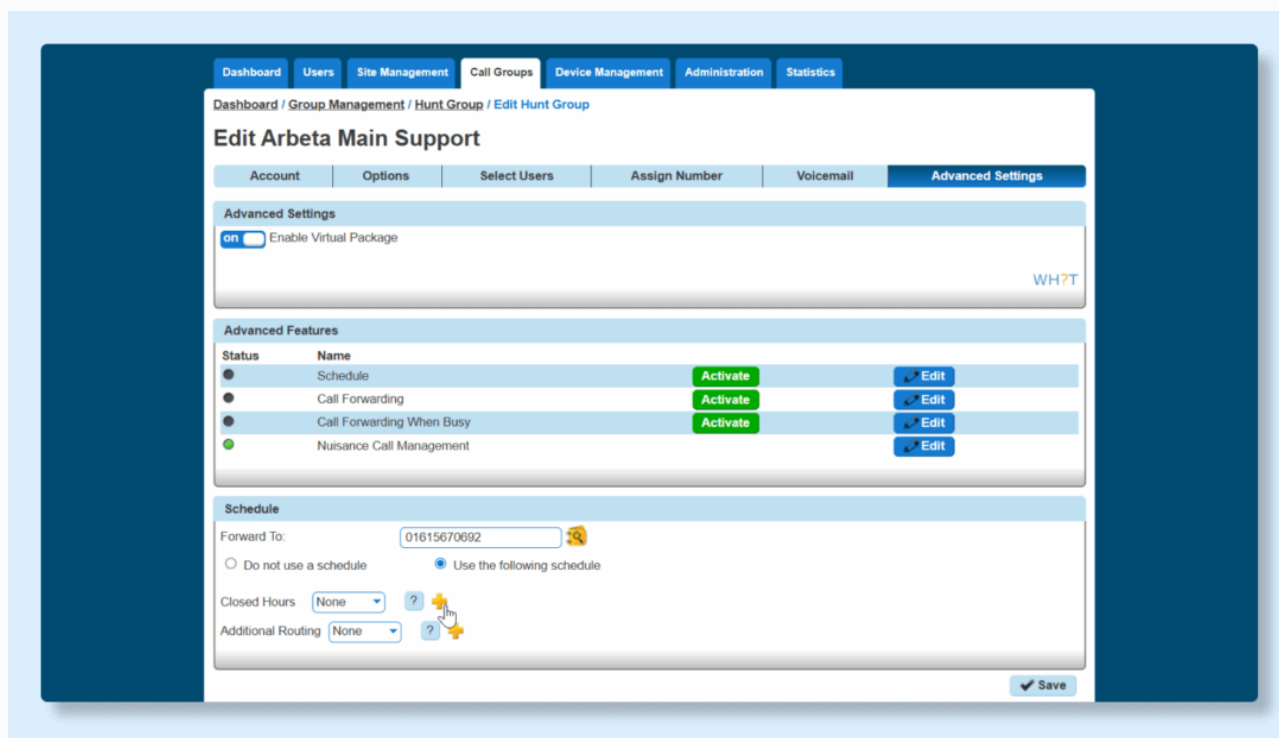
- You can also select an existing schedule from the dropdown list

This will open the scheduling editor so we can start to create a schedule.

Configure the schedule

In this example the business hours are Monday to Friday 9am to 5:30pm. They have an hour lunch break and are closed on weekends. To build this we will need to add the following events to the schedule:

- AM Closed (00:00 – 09:00)
- Lunch Closed (12:00 – 13:00)
- PM Closed (17:30 – 23:59)
- Weekend Closed (All Day Event)



1. Click the + plus icon (or select an existing schedule)

1. In the schedule editor enter a **schedule name**

- Optional - customise the colour

2. Click **Create +**

3. Enter the **event name (AM Closed)**

4. **Disable the checkbox** next to All Day Event

5. Set the **Start Date** (enter the date you want the schedule to start) and Time **(00:00)**

6. Set the **End Date** (set this as the same date as the start date) and **Time (09:00)**

7. Set the recurs option to **Weekly** and apply the following options

- Tick the checkboxes next to Monday through Friday

- For Stops Recurring select **Never**

8. Click **Create**

9. Click + **Add**

10. Repeat the steps for **Lunch Closed** with the following settings:

- All Day Event - Disabled

- Start Date (same as AM Closed) Time (12:00)
- End Date (same as AM Closed) Time (13:00)
- Recurs - Weekly Monday through Friday
- Stops Recurring - Never

11. Click + **Create**

12. Click + **Add**

13. Repeat the steps for **PM Closed** with the following settings:

- All Day Event - Disabled
- Start Date (same as AM Closed) Time (17:30)
- End Date (same as AM Closed) Time (23:59)
- Recurs - Weekly Monday through Friday
- Stops Recurring - Never

14. Click + **Create**

15. Click + **Add**

16. Repeat the steps for **Weekend Closed** with the following settings:

- All Day Event - Enabled

- Start date (the Saturday after the schedule start date)

- End date (same as Weekend Closed Start Date)

- Recurs - Weekly on Saturday and Sunday

- Stops Recurring - Never

17. Click **+ Create**

The events will all have been added to the schedule.

Preview a Schedule

You can check how the schedule looks by clicking the eye icon.

Status	Name	Activate	Edit
●	Schedule	Activate	Edit
●	Call Forwarding	Activate	Edit
●	Call Forwarding When Busy	Activate	Edit
●	Nuisance Call Management	Activate	Edit

Schedule

Forward To:

Do not use a schedule Use the following schedule

Closed Hours: ? +

Additional Routing: ? +

- Click the eye icon to preview the schedule

Activate the Schedule

Once you have configured the schedule and are happy with how it's been set up the final thing you need to do is activate it. If the schedule is created but not active the system will act as if the group is open at all time and able to accept calls.

Activate the schedule by clicking **Activate** in the Advanced Features Schedule row.

Edit Arbeta Main Support

Account | Options | Select Users | Assign Number | Voicemail | **Advanced**

Advanced Settings

on Enable Virtual Package

Advanced Features

Status	Name		
●	Schedule	Activate	Edit
●	Call Forwarding	Activate	Edit
●	Call Forwarding When Busy	Activate	Edit
●	Nuisance Call Management		Edit

Schedule

Advanced scheduling

So far we have set up the system to accept incoming calls into the group during opening hours. During closed hours the calls will be forwarded to the destination has been set in Forward to.

It's only possible to add one option in Forward to however in some instances you might want calls to forward to a different destination during lunch vs at the weekend. In this scenario we will need to configure multiple levels of groups that the calls will be routed through in order to direct calls to the relevant destination.

What about one off events?

In order to manage one-off events such as Christmas we need to apply an additional routing schedule. This will override the schedule hours and forward calls to the destination that has been set. For help configuring additional routing please refer to [Configuring additional routing for Christmas Schedules](#).