

# Schedules

You can set up schedules within Horizon for certain features to behave a certain way during certain times of the day.

## Set Up Schedules

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

### Step 3

Select the Call Group that you want to apply the schedule to using the Call Groups menu and then click Edit. Select Advanced Settings, set Enable Virtual Package to On and edit Edit next to Schedule.

### Step 4

In Closed hours, you can select either a predefined schedule you’ve previously set up or click the + icon to create a new schedule.

Dashboard / Group Management / Hunt Group / Edit Hunt Group

## Edit Test Hunt Group 1

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

**Advanced Settings**

Enable Virtual Package WH?T

**Advanced Features**

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

**Schedule**

Forward To:

Do not use a schedule  Use the following schedule

Closed Hours:

Additional Routing:

### Step 5

Name the Schedule something memorable. The schedule needs to be set to “Open”, even if you are setting up a schedule for outside of business hours, the colour you’d like to assign to the schedule for appearing on the calendar and then click “+ Create”.

**Schedule Setup** X

Name:

Type:  Closed  Open

Colour:

## Step 6

Now you can Add Events to the schedule, therefore building the schedule. Name the event, if the event is all day keep this ticked, if it is between two times, untick the All Day Event option and this will give you extra options under the Start and End Date fields which allows you to set the time. Select how often you want the event to occur and then click create.

Please note the following when creating a schedule:

- An All Day Event is from 00:00 until 23:59 on the selected day.
- To define hours (such as office hours), untick the “All Day Event” box and define the time. Also select the “Weekly” option and tick all the days you wish to have selected.
- Recommended if you want an out-of-hours schedule - select all days apart from Saturday and Sunday.

**Schedule Setup**


**Events**


**Add Event**



### Create Event X


Name:

All Day Event:

Start Date:  

End Date:  

Recurs:   

 **Create**

## Example Out of Hours Schedules (Company Open Hours 09:00 - 17:00 Monday to Friday)

Your first event should cover the morning out of hours, in this case from 00:00 (midnight) - 08:59. We want this to recur weekly on Monday - Friday so you will need to tick Mon/Tue/Wed/Thu/Fri and click create at the bottom.

Schedule Setup

Events

Add Event

### Create Event X

Name:

All Day Event:

Start Date:  12

Time  :

End Date:  12

Time  :

Rekurs:  ?

This event recurs every  week(s)

Monday   
 Tuesday   
 Wednesday   
 Thursday  
 Friday   
 Saturday   
 Sunday

**Stop recurring**

Never  
 After  occurrences  
 On  12

+ Create

The next step is to click 'Add' in the events page which will then take you back to the creating a new event page. Create your afternoon out of hours, in this case from 17:00 - 23:59. We also want this event to recur weekly from Monday - Friday.

**Schedule Setup**

**Events**

**Add Event**

### Create Event X

Name:

All Day Event:

Start Date:  12

Time:  :

End Date:  12

Time:  :

Recurs:  ?

This event recurs every  week(s)

Monday    Tuesday    Wednesday    Thursday  
 Friday    Saturday    Sunday

**Stop recurring**

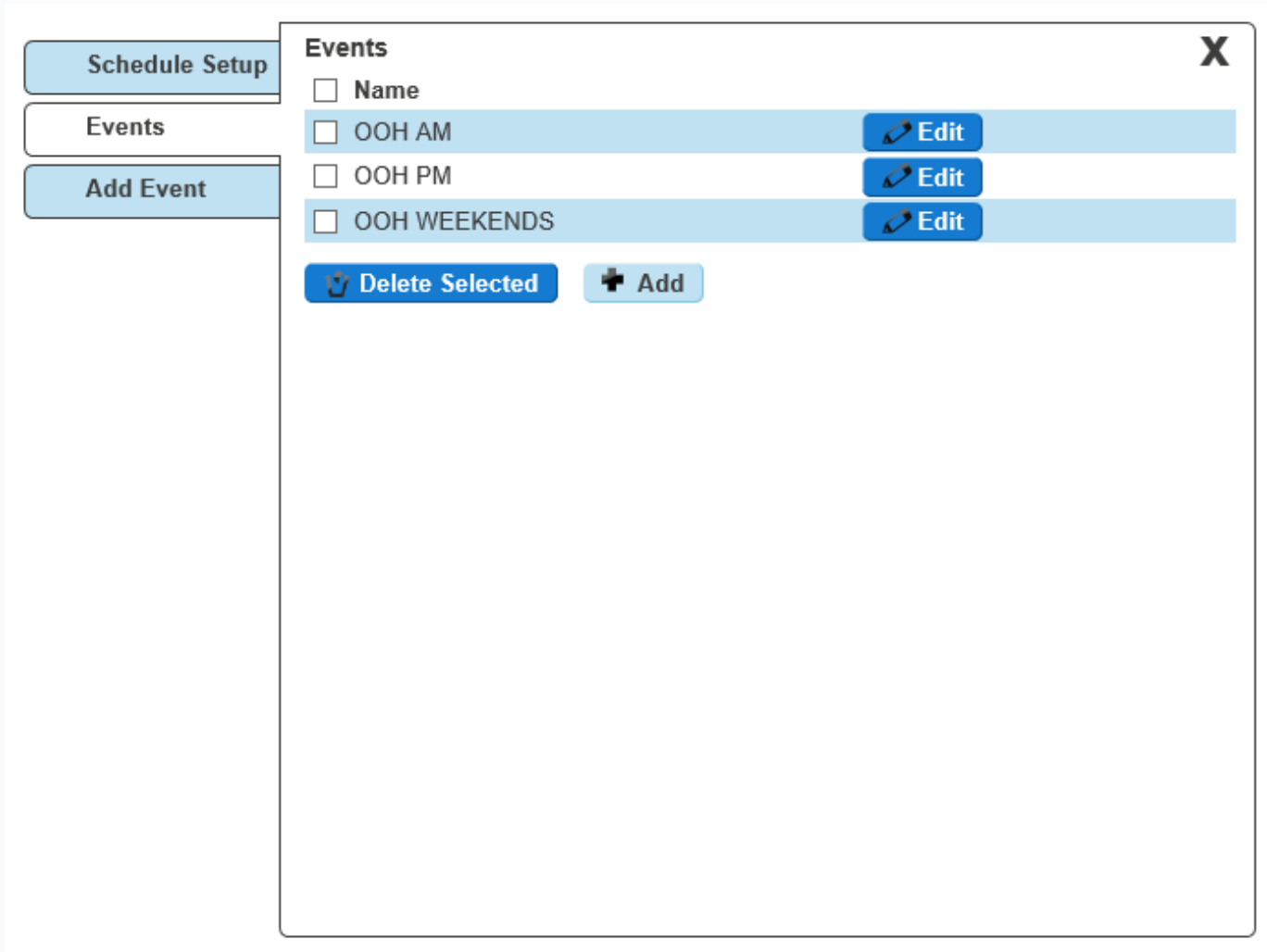
Never

After  occurrences

On  12

**+ Create**

You will now need to add in the weekend section. As the office is closed all weekend we can leave 'All Day Event' ticked. We want this to recur weekly on Saturdays and Sundays.



After you have saved all of your events, you will see them here under 'Events' where you can either add more, edit the existing events or if you are happy with what is already created, click the X to close this pop-out.

Once you are happy with your events, click the X and you should now see this page. You will need to input a CLI or extension number into the Forward To: box. This is where calls will be diverted to whenever it is within the scheduled hours.

Please note if you wish to forward the call to the voicemail box of this particular group, you will need to input the company voice portal extension here (the extension only, as when putting in the full DDI for the voice portal it will act as if you are calling the company voice portal).

After you have created your schedule and have inputted the number you wish for calls to forward to during the scheduled hours, click 'save' at the bottom of the page to save your schedule settings. and to activate this schedule click the 'Activate' button halfway up the page and then click 'save' again.

The above example is a basic schedule, for more complex schedules please contact the Horizon Provisioning team who will be able to advise how to create a schedule based on your requirements.

## Edit Schedules

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

### Step 2


Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

### Step 3

Select “Site Management” and click on the Manage button for the site you want to create a schedule for.

#### Manage Sites


Site Name:

 Search

Sites

Name

ColourfulSiteUat

 Manage

### Step 4

## ColourfulSiteUat

Add User

Create Group ▾

Current Site DDI 01427807376 ▾

### Manage ColourfulSiteUat

#### Schedules

Create and manage time schedules

Schedules

#### Call Barring

Setup the call barring options for this site

Call Plan

#### Authorisation Account Codes

Create and manage authorisation account codes

Authorisation Codes

#### Music on Hold

Set up the music that a person hears when put on hold

Music on Hold

#### Call Policy

Override a sub set of call policy features for this site

Call Policy

#### Manage Numbers

Manage the numbers assigned to this site

Manage Numbers

Click on the "Schedules" button.

### Step 5

Click on the "Edit" button of the schedule that you want to edit.



## Manage ColourfulSiteUat Schedule

Manage ColourfulSiteUat

today January 2019

month week day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
7	8	9	10	11	12 OOH WEEKENDS	13 OOH WEEKENDS
14 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	15 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	16 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	17 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	18 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	19 OOH WEEKENDS	20 OOH WEEKENDS
21 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	22 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	23 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	24 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	25 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	26 OOH WEEKENDS	27 OOH WEEKENDS
28 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	29 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	30 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	31 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	1 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	2 OOH WEEKENDS	3 OOH WEEKENDS
4 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	5 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	6 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	7 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	8 0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	9 OOH WEEKENDS	10 OOH WEEKENDS

Open Hours

Closed Hours

### Schedules

<input type="checkbox"/>	Name	Type	
<input checked="" type="checkbox"/>	All Hours	Open	<a href="#">Edit</a>
<input type="checkbox"/>	test	Open	<a href="#">Edit</a>

Delete Selected

Add

## Step 6

“Schedule Setup” will allow you to change the name, type and colour of the schedule.

**Schedule Setup** X

**Schedule Setup**

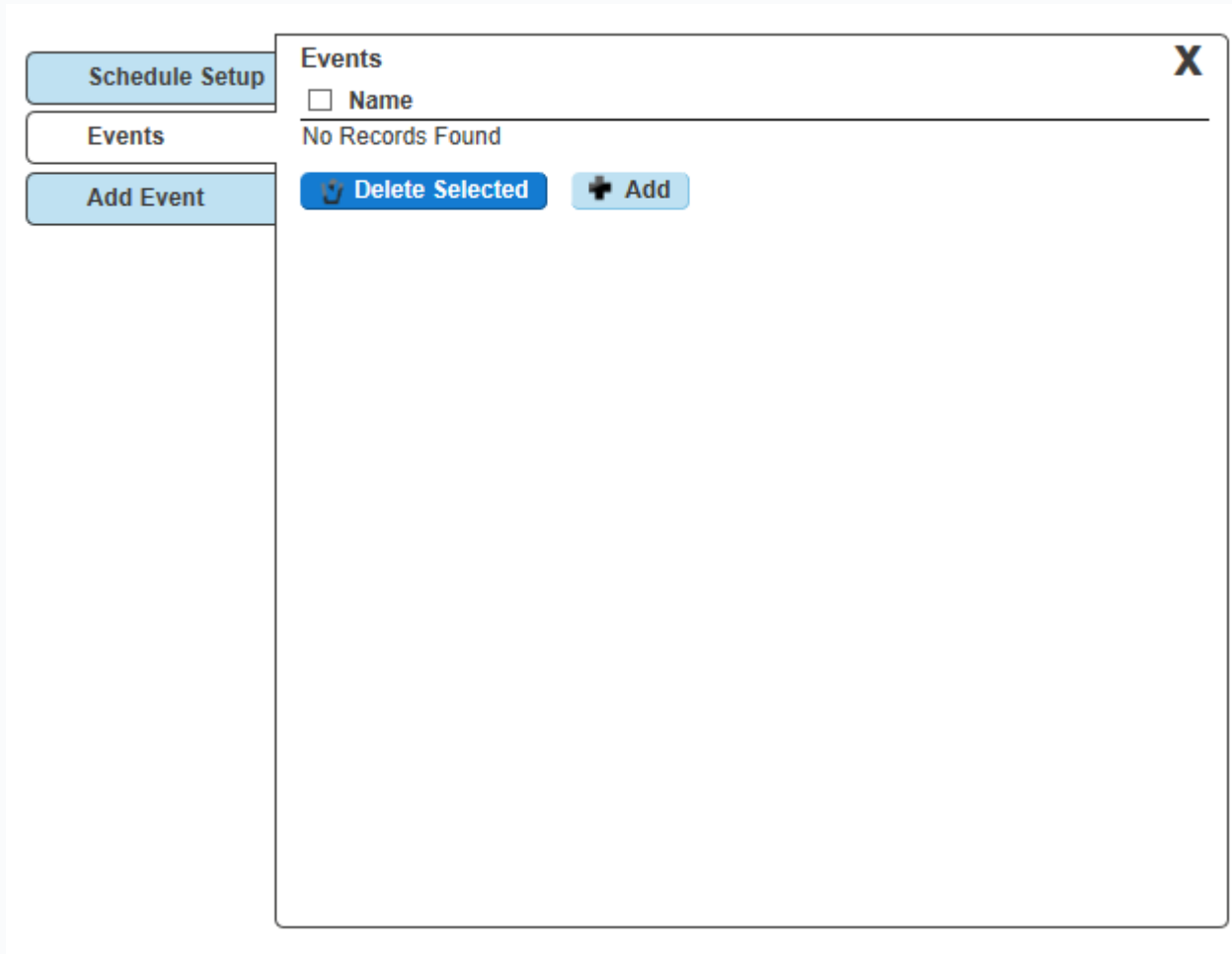
Name:

Type:  Closed  Open

Colour:

**Step 7**

“Events” will allow you to delete an event by selecting the schedule’s tick box and then press “Delete selected”, or add a new schedule by clicking Add New.



## Step 8

“Add Event” will allow you to add an event to the schedule.

Schedule Setup

Events

Add Event

### Create Event




Name:

All Day Event:

Start Date:  

End Date:  

Recurs:   

 Create