

Inbound Date, Time and Destination Controls

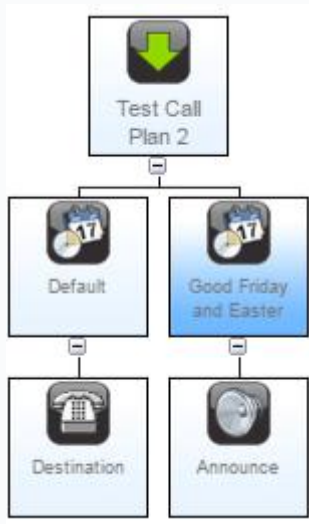
Date/Time

Date/Time Description

You can use the Date/Time control to define different call routing for different date ranges and different time ranges within those dates. For example, you might want to specify special handling for specific times during bank holidays. The call plan below illustrates a call plan that plays a unique announcement for a specific time during each public holiday (Good Friday and Easter day) which means that your message can be tailored to the holiday season if desired.



The above plan uses a different date control for Good Friday and Easter day, however, a single control can be used for the same function, as in the example below.



The date/time control used in the call plan above has all of the date and time ranges defined in a single control as shown below.

Date control ?

Node name

Node type Date range v

Date range *

📅
 📅

+ Add

Date range list ✔

From	To	
2018-03-30	2018-03-31	🗑️
2018-04-01	2018-04-01	🗑️

⏪
⏩
1
of 1
⏴
⏵

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✔ Save
Cancel

Each date and time range defined in a Date/Time control is only available within that specific

control. If you want to use this Date/Time control across multiple call plans or numbers, then these could be used as part of Shared Values.

Date/Time Rules

Each Date/Time control within a sibling group must be unique, that is you cannot have overlapping dates and times within a sibling group of Date/Time controls. Call plans will fail to validate if such structures are present.

The Date/Time control will not permit you to add start dates that are in the past, but you can pick the current date.

The Date/Time control will not allow you to select a Start Date that is after the End Date.


When using Date/Time controls there must always be a Date/Time with node type Default present.

There can be only one default Date/Time control for each sibling group of Date/Time controls. It may be possible during the call plan edit to have multiple Date/Time controls set to the Default node type but this will not validate until there is only one.

Start Time must be before the End Time within the Time range of the Day/Time control.

Date/Time Input Fields and Buttons



If you want to create a node which gives you the ability to set rules on a date and time basis then you can select the date/time control from the control features list. You will notice when you come to modify this that the node type is set to "Date/Time Range"

 **Datetime control** ?



Node name:

Node type: ▼


Date/Time range *


All day

Date/Time range list *

 No data is recorded.

The screen shot below shows the Date/Time control properties box with the node type “Default” selected.

 **Datetime control** ?

Node name:

Node type: ▼

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Node type	Drop down	<p>You can select either Default or Date/Time range or Shared Date/Time from the drop down list.</p> <p>Date/Time range If you select the Date/Time range option then the date range features are displayed to enable you to define your own date ranges. The Times can also be selected which could be either "All Day" or specific start and end times. This branch of the call plan will then be active on the dates and the times selected.</p> <p>Default If your Date/Time control does not cover all seven days of the week, a Default node type must be present. This branch of the call plan will be used to route any call on dates not specifically covered by the Date/Time</p>

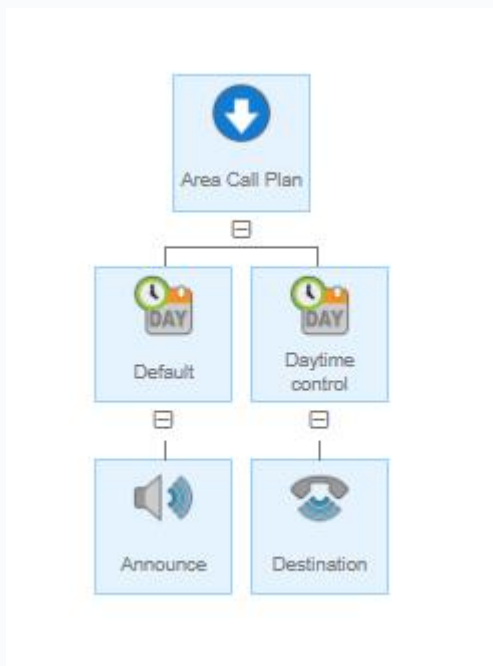
Name	Type	Description
		<p>controls. You can use this to define a routing action to cover dates when the office is closed such as weekends.</p> <p>Shared Date/Time If you select the Shared Date/Time option then you will see a list of the Shared Date/Time ranges. One of those Shared Date/Time ranges can be selected to be the Date/Time range for this node. This branch of the call plan will then be active on the dates and the times as designed in the Shared Date/Time range.</p>
From / To	Display window	The display window shows the date and time ranges that have been defined for this control.
From input	Calendar	<p>If you click on the From input box or the calendar icon to the right of it you will be presented with a calendar display. Select the start date of the range that you wish to define.</p> <p>If you want the control to be in place for the entire day for the date selected, then you can check the "All day" check box. If not, you can select explicit start time and end time between 00:00:00 and 23:59:59.</p>
To input	Calendar	If you click on the To input box or the calendar icon to the right of it you will be presented with a calendar display. Select the end date of the range that you wish to define. If not, you can select explicit start time and end time between 00:00:00 and 23:59:59.
Add	Button	Once a date/time range is entered in the To and From input boxes the Add button must be clicked to add it to the list of ranges.
Delete	Button	A date/time range can be removed from the list by highlighting it and then clicking on Delete.

Day/Time

Day/Time Description

You can use the Day Time control to define different call routings for each day of the week and at specific time intervals.

The simple example below shows how the Default node type could be used to handle calls when the office is closed. Callers will be routed to the Destination number from Monday to Friday between 09:00 and 17:00 but will be played an announcement on Saturday and Sunday and all other times on Monday to Friday.



Each day and time range defined in a Day/Time control is only available within that specific control. If you want to use this Day/Time control across multiple call plans or numbers, then these could be used as part of Shared Values.

Day/Time Rules

Each Day/Time control within a sibling group must be unique, that is you cannot have overlapping days and times within a sibling group of Day/Time controls. Call plans will fail to validate if such

structures are present.

Start Time must be before the End Time within the Time range of the Day/Time control.

A Day/Time control with Node type set to Default must be present if the day/time periods defined do not cover the whole 7 day period.

Day Time Input Fields and Buttons

Daytime control ⓘ

Node name: Daytime control

Node type: Days

Days | Monday time range

Select days ✓

	Day	Time range	
<input checked="" type="checkbox"/>	Monday	all day	👁
<input checked="" type="checkbox"/>	Tuesday	all day	👁
<input checked="" type="checkbox"/>	Wednesday	all day	👁
<input checked="" type="checkbox"/>	Thursday	all day	👁
<input checked="" type="checkbox"/>	Friday	all day	👁
<input checked="" type="checkbox"/>	Saturday	all day	👁
<input checked="" type="checkbox"/>	Sunday	all day	👁

✓ Save Cancel

Daytime control

Node name: Daytime control

Node type: Days

Days | Monday time range

All day

Time range *

hh:mm [clock] hh:mm [clock]

+ Add

Time range list

From	To	
16:01	16:59	[trash]

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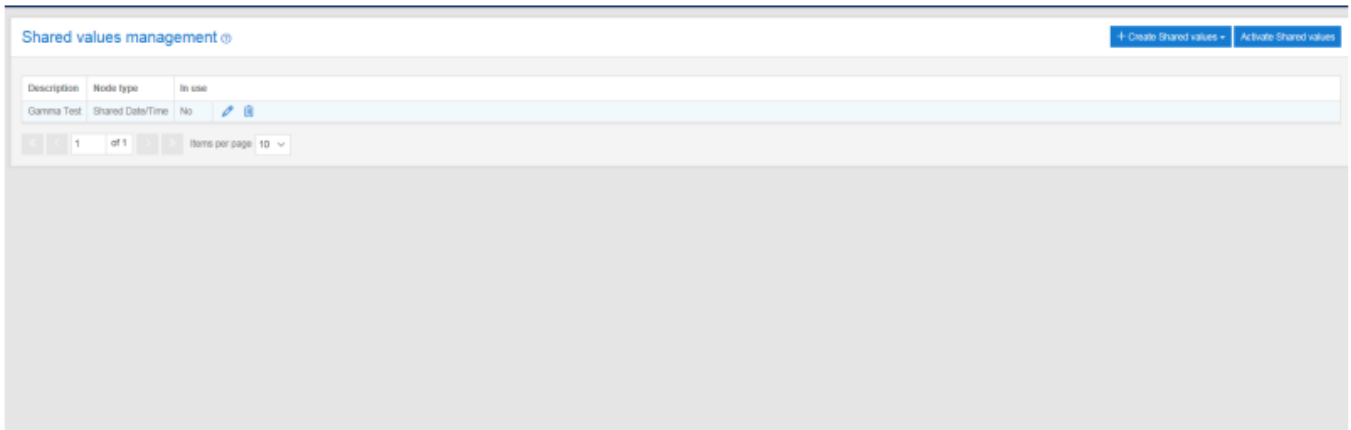
Save Cancel

Shared Values

Description

Shared values allow global schedules to be shared across many call plans. This saves users from having to make the same date/time or day/time change in many places. Schedules can be used within date/time or day/time nodes. The shared values management page can be used to configure these schedules and activate them across call plans.

Shared values management page



Name	Type	Description
Create Shared Date/Time	Button	Allows you to create a list of time ranges based on date and time.
Create Shared Day/Time	Button	Allows you to configure a number of time ranges for every day of the week.
Activate Shared values	Button	After modifying a schedule, a red message will appear that reads: 'A shared value has been modified. Please click 'Activate Shared values' for active call plans to pick up on this change.'
Description	Column	Uniquely identifiable schedule name
Node type	Column	There are two Node types: - Shared Date/Time - Shared Day/Time These correspond with the Create buttons.
In use	Column	In use will indicate whether the schedule is being used in a call plan regardless of whether or not it is active. If the schedule is in use, you will be able to download a list of numbers/call plans that are using the schedule.
Modify	Column	The modify button allows you to change descriptions, and date/day/time ranges.
Delete	Column	Remove the schedule. If the schedule is being used in a call plan (active or not) you will not be able to delete the schedule.



Creating/modifying a shared date/time

Clicking the 'Create Shared Date/Time' button or clicking the 'modify' icon next to a shared date/time schedule will pop up a dialog box that can be used to configure a list of date/time ranges.



Create Shared Date/Time

Description *

Date/Time range *


yyyy-mm-dd  yyyy-mm-dd 

All day

hh:mm  hh:mm 

+ Add

Date/Time range list *

 No data is recorded.

✓ Save

Clicking “Save” will create/modify the date/time schedule.

Name	Type	Description
Description	Text field	It's important when creating a new schedule to clearly describe what its purpose is. This makes it easier to choose the correct schedule when building plans. The description must be different from all other schedules.
From/to table	Table	New ranges will appear here after clicking 'Add'. Also this list can be used to select ranges to delete.
From/to date fields	Date picker	You must select both a From and To date whereby the To date is equal to or after the From date.
All day and Time fields	Check box and text fields	After entering From and To dates you must choose a time range. This can be either the whole day 'All day' or a time range entered in the format HH:MM
Add	Button	Add must be clicked before clicking save otherwise a new range will not be added.
Delete	Button	Before clicking Delete, the date range to remove must be selected.

Creating/modifying a shared day/time

Clicking the 'Create Shared Day/Time' button or clicking the 'modify' icon next to a shared day/time schedule will pop up a dialog box that can be used to configure a list of day/time ranges.

Create Shared Day/Time

Description *

Days

Select days ✓

	Day	Time range	
<input checked="" type="checkbox"/>	Monday	all day	
<input checked="" type="checkbox"/>	Tuesday	all day	
<input checked="" type="checkbox"/>	Wednesday	all day	
<input checked="" type="checkbox"/>	Thursday	all day	
<input checked="" type="checkbox"/>	Friday	all day	
<input type="checkbox"/>	Saturday		
<input type="checkbox"/>	Sunday		

The Day/Time dialog is split into two tabs.

- Days, where you can 'Select' which days are to be used.
- Dynamic time range tab, where you can choose the whole day or enter a time range

Checking and highlighting a day changes the day on the second tab.



Create Shared Day/Time

Description *


Days Tuesday time range

All day

Time range *

hh:mm  hh:mm 

Time range list

From	To	
09:05	21:15	

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The specific day tab works in much the same way as the shared date/time dialog. If you don't select 'All day' then you must enter from and to times before clicking "Add" and finally "Save".

Using shared value schedules in call plans

Shared values that have been created can be used in call plans when adding either a day/time or date/time node. Once you have added the node to your call plan, change the node type to "Shared day/time" or "shared date/time" depending on which node you are using. From here a "Shared Range" dropdown will appear, this drop down list will have all of your available shared values to select.

Daytime control ?

Node name: Daytime control

Node type: Shared Day/Time

Shared range ✓: Gamma Test 1

Save Cancel

Activating the shared values

Once the shared values (Day/Time or Date/Time) are added to the respective call plans, they have to be activated by clicking the “Activate Shared values” button (located at the top right of the “Shared Values Management” page).

Shared values management

A Shared value has been modified. Please click 'Activate Shared values' for active call plans to pick up on this change.

Description	Node type	In use
Gamma Test	Shared Date/Time	No
Gamma Test 1	Shared Day/Time	No

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Time

Time Description

Use the Time control to define different call routings for different times of the day. For example, you can set up a call plan (like the one below) to route calls to your desk phone during working hours but

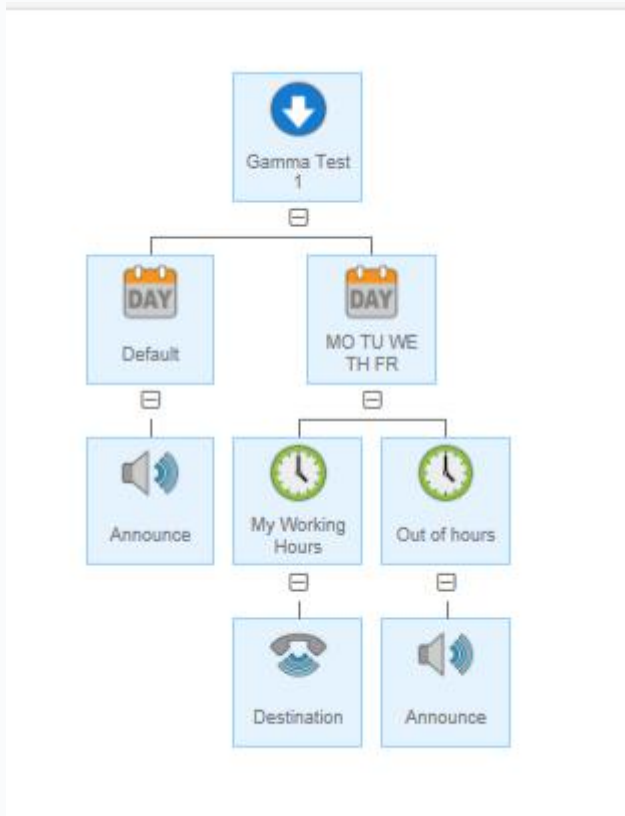
to play an announcement outside of your work time.

In the example below Calls will be routed as follows:

- to an announcement on Saturday and Sunday;
- during the week calls will be routed as follows:
- those received during the time period defined in the "My working hours" Time control will route to a

Destination number

- outside of these hours callers will hear the weekday Out of hours announcement which could be the same as the default weekend announcement or different.



The time periods defined are specific to the individual control within the call plan and will not be available on other controls or other numbers that the company uses. That is, the time periods must be created for each Time control within each plan.

Time Rules



You must not have overlapping time periods active within sibling Time controls. This may be permitted during edit of the call plan but it will be rejected when the plan is validated.

Start Time must be before the End Time.

A Time control with Node type set to Default must be present if the time periods defined do not cover the whole 24 hour period.

Each time control is active for only one of the time period.



Time Input Fields and Buttons


 **Time control** 


Node name





Node type


Time range *

Time range list 

From	To	
21:21	23:21	

  1 of 1  

Items per page: 10 

Name	Type	Description
Name	Text input field	Enter a meaningful name for the control to make the call plan more understandable. The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.
Node type	Drop down	You can select either Default or Time range from the drop down menu. Default If the Default value is selected then all calls that do not explicitly route to the sibling controls of node type Time range will be routed here. Time range If you select the Time range option from the drop down list you will be presented with the From and To input and view pane. This will enable you to define your time period for different routings, e.g. work hours and out-of-hours periods.
From / To	Display window	This window displays all the defined time ranges that are available. Select a range from this window to activate it for this control. Only one time range can be activated for each time control.
From / To	Time input field	Enter a From and To time in 24 hr format HH:MM.
Add	Button	Click on the Add button to create the time range input in the input fields above and display it in the From / To display window.
Delete	Button	Click on a time range and then click on Delete to remove it.

Destination

Destination Access Restrictions:

Customer Customer must have subscribed to Call recording in order to be able to view the Call recording options.

Destination Description

Use the Destination control to define the final destination of incoming calls.

If your company subscribes to the Call recording service then the Destination control also controls any call recording features for the destination number.

Destination Tip

The destination number must not have any divert functionality turned on that will interfere with the Inbound call plan, e.g. divert to mobile.

Destination Rules

For all parent controls other than Call queue, you will not be permitted to add any control other than a Divert as a sibling of the Destination control.

If the parent control is a Call queue, then you may have Destination, Voicemail and Announce controls as siblings of a Destination. See the help pages on Call queue for more details.

A Destination control defines one of the possible termination points in a call plan and it cannot have any child controls attached to it.

You will only be able to access the call recording options if your company subscribes to the Call recording product. If you require this feature but do not have it then please contact your service provider.

Destination Input Fields and Buttons



Destination ?

Node name

Destination

Whisper

Search announcement



Press 1 to connect

Number *

Record

No calls



E-mail notification

E-mail TO

E-mail CC

On busy

On no answer

Disable notification on divert

Tip: Please ensure that the destination number does not have any active services that might conflict with the call plan. For example, a mobile phone with its voicemail to email settings switched on will take precedence over the inbound call plan routing.

✓ Save

Cancel

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Action	Drop down	<p>This drop down list is only available when the Destination has been added as a child of a Call queue control. There are three possible values:</p> <p>Answer Select Answer if the Destination is the main number that will handle calls for the queue control.</p> <p>Breakout Select Breakout if this Destination is where callers are to be routed when they press the Breakout key.</p> <p>Overflow Select Overflow if this destination is where the callers will be routed if the Maximum queue size has been exceeded.</p>
Network Whisper	Drop Down	Use the drop down list to select the Call Whisper announcement you wish to be played when calls are answered .
Press 1 to connect	Check box	Use this box in conjunction with the Call Whisper functionality to allow the answering agent the option of picking up the call.
Number	Number input	Enter the full telephone number of the person that will answer these calls.
Record	Drop down	<p>This button is only visible to those customers that have a Call recording subscription. If you require Call recording and do not have it then please contact your channel partner.</p> <p>This drop down allows you to specify your option for call recording: All calls No calls A % of calls Record on demand (i.e. on pressing *1)</p>