



Service Release Bulletin

CallPort Administration Portal

Time of Day routing upgrade

February 2010





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1. Introduction

The CallPort update on January 29th adds the following functionality to the creation and editing of Time of Day Services on the CAP:

1. Allows Time of Day for Call Treatments to differ according to specific opening times by day.
2. Allows customised holiday periods to be created with specific forwarding rules applied.

2. Setting daily opening times for Call Treatments

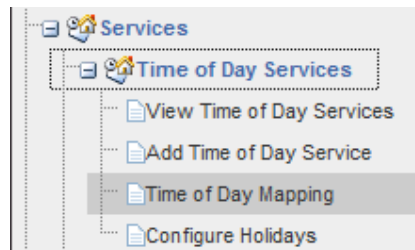
Time of Day rules can be applied to Call Treatments that allow for different weekly opening and closing hours.

For example: an office may be open from 8:30-18:00 Monday to Friday, but be closed all weekend. Time of Day Services can be generated that cover Monday to Friday, but also allow a forwarding rule to be active for Saturday and Sunday.

2.1. Creating a Time of Day Service

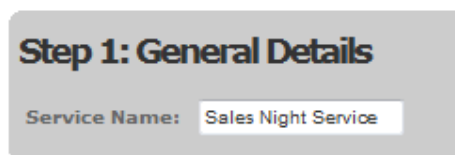
To create a Time of Day Service:

1. Log into the CAP as an administrator.
2. In the tree structure to the left of the screen click + to expand **Services**.
3. Click + to expand **Time of Day Services**.



The Time of Day Services menu

4. Click **Add Time of Day Service**.
5. The **Edit Time of Day Service** screen will open.
6. Click the **Service Name** box.
7. Type a name for the service. (It is best to use a name which describes the services function).



Setting Service Name








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- Using the drop-down list, create forward actions for this service. Possible forwarding actions are: Overflow, run service (Voicemail), Call Destination, or Call Forwarding group.

Multiple actions with timeouts can be set (e.g. you can forward to another call treatment and then to the original groups voicemail if the call is not answered within the set timeout period)





Step 2: Specify Actions

Action	Timeout (s)	Action Item	
Run Service	100 seconds	Voicemail	 
 Select Action...	Select Timeout...	Select Call Treatment...	 

Forwarding action to Voicemail



- Specify the total period for which the service will run by setting **Start Date** and **Start Time**.
- If you wish the service to stop running at a future date un-tick **Run for Ever** and set an **End Date** and **End Time**.

Step 3: Scheduling

Start Date: (yyyy-mm-dd)	2010-02-02		Start Time: (hh:mm)	11:30:00	
Run Forever?	<input type="checkbox"/>				
End Date: (yyyy-mm-dd)	2016-02-02		End Time: (hh:mm)	23:59:59	



A Service which terminates in 2016

- Now set a **Daily Start Time** for the service. This is the time when the office closes or the forwarding starts.
- Set a **Daily End Time** for the service. This is the time when the office opens or the forwarding starts.

Daily Start Time: (hh:mm)	18:00:00	
Daily End Time: (hh:mm)	8:30:00	

Daily Start and End times

- Tick the days during which you wish this service to apply. In this example Monday to Friday has been selected.

Daily Start Time: (hh:mm)	18:00:00							
Daily End Time: (hh:mm)	8:30:00							
Days:	<input checked="" type="checkbox"/> Monday	<input checked="" type="checkbox"/> Tuesday	<input checked="" type="checkbox"/> Wednesday	<input checked="" type="checkbox"/> Thursday	<input checked="" type="checkbox"/> Friday	<input type="checkbox"/> Saturday	<input type="checkbox"/> Sunday	<input type="checkbox"/> Holidays

Monday to Friday Time of Day



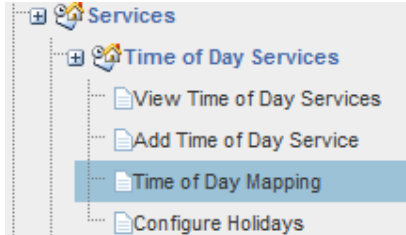
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14. Now click **Add Time of Day Service** and confirm your settings.

2.2. Applying a Service to a Call Treatment

Once a Time of Day Service has been created it needs to be applied to the Call Treatment or Call Treatments that it will affect.

1. In the **Time of Day Services** tree, click **Time of Day Mapping**.



Time of Day Mapping

2. The **Time of Day Service Allocation** screen will open.
3. Select the **Time of Day Service** that you wish to map from the drop down list.

Step 1: Select Time of Day Service

Time of Day Service: Sales Night Service ▼

Sales Night Service is selected

4. The screen will refresh and the **Assign Call Treatments** columns will be displayed.



Service applied to Sales hot line



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5. Call Treatments which are not assigned to the selected Time of Day Service are shown in the right column. Call Treatments which have been assigned to the selected Time of Day Service are shown in the left hand column.
6. You can assign Call Treatments by selecting them and moving them into the left hand column by clicking <<.
7. Call Treatments can be unassigned by selecting them and moving them into the right hand column by clicking >>.
8. Once you have assigned all desired Call Treatments to a Time of Day Service click **Update Assignment** and confirm your settings.

2.3. Viewing an applied service

You can view the details of any Time of Day Service created by clicking **View Time of Day Services** in the **Time of Day Services** tree.

- The name of the service.
- The service start and end date.
- The daily start and end times of each service.
- The days during which the service runs (e.g. **All** or **Mon to Fri**)
- All Call Treatments to which a particular service applies.

RedCentrex - View Time of Day Services

Name	Service Start Date	Service End Date	Daily Start-Time	Daily End-Time	Days of Week		Mapped Call Treatments
New Years 2010	31 Dec 2009	01 Jan 2010	00:00:00	00:00:00	All		SWB
Sales Night Service	02 Feb 2010	02 Feb 2016	18:00:00	08:30:00	Mon to Fri		Sales hot line

View Time of Day Services

Time of Day Services can be edited from this screen by clicking the notepad icon. Or alternatively, they can be deleted by clicking the dustbin.

2.4. Layering Time of Day Services

If you wanted to set weekends as being closed for the sales hotline group you would create a separate Time of Day Service applying to the same group but covering the weekend period from 00:00:00 to 23:59:59.

Step 3: Scheduling

Start Date: (yyyy-mm-dd) Start Time: (hh:mm)

Run Forever?

Daily Start Time: (hh:mm)

Daily End Time: (hh:mm)

Days: Monday Tuesday Wednesday Thursday Friday Saturday Sunday Holidays

Time of Day Services for Saturday and Sunday

The period from 23:59 to opening time would be covered by the previous rule set for Monday to Friday.



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Here is an example of a Time of Day Service for the Sales Hotline covering Monday - Friday and Saturday as shown in **View Time of Day Services**:

RedCentrex - View Time of Day Services

Name	Service Start Date	Service End Date	Daily Start-Time	Daily End-Time	Days of Week	Mapped Call Treatments		
Sales Night Service	02 Feb 2010	02 Feb 2016	18:00:00	08:30:00	Mon to Fri	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales hot line
Sales Weekend Service	02 Feb 2010	02 Feb 2016	00:00:00	23:59:59	Sat, Sun	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales hot line

Time of Day Services for Sales

3. Creating Forwarding for holidays

3.1. Creating a holiday

Templates for known holiday periods can be created and Time of Day Services built around these. Holidays can cover a single day or a period of days.

To add a holiday:

1. In the **Time of Day Services** tree, click **Configure Holidays**.
2. The **Configure Holidays** screen will open.
3. Enter a name or description for the holiday in the **Description** field.

A Description of a Holiday

4. Enter a **Start Date** and **End Date** for the holiday. A holiday can stretch over a single day or several days.
5. Enter a start and end time for the holiday. These are the times at which the holiday service itself starts and stops running. They are not daily start times.

Holiday Start and End Dates

6. Click **Add Holiday** and **Continue** to set-up the holiday.
7. You will be returned to the **Configure Holidays** screen.
8. You can now add additional holidays.



3.2. Adding a holiday Time of Day Service

Once a holiday or a group of holidays have been created, you can create a Time of Day Service for these and assign it to a Call Treatment or Call Treatments.

This Time of Day Service itself will be used to set forwarding rules and options which will apply during holidays.

For Holidays to a Time of Day Service:

1. Click.
2. The **Edit Time of Day Service** screen will open.
3. Click the **Service Name** box.
4. Type a name for the service (such as General Holidays)
5. Using the drop down lists create forward actions for this service. Possible forwarding actions are: Overflow, run service (Voicemail), Call Destination, or Call Forwarding group. Multiple actions with timeouts can be set (e.g. you can forward to another Call Treatment and then to the original groups voicemail if the call is not answered within the set timeout period).

Action	Timeout (s)	Action Item
Run Service	100 seconds	Voicemail
Select Action...	Select Timeout...	Select Call Treatment...

Forwarding action to Voicemail

6. Specify the total period for which the service will run by setting **Start Date** and **Start Time**.

NOTE: Start dates/times and end dates/times set in Time of Day configuration will over-ride any specific holiday start dates (as these are settings for the service as a whole).

For example if you create 14th February 2010 as a holiday in **Configure Holidays** but set the start date for the service which triggers during that holiday to 17th February 2010, the holiday will not occur.

For this reason it is recommended that you set any Time of Day Service associated with a holiday to run from its creation date and to run forever.

7. Since holidays normally cover entire days leave **Daily Start Time** and **Daily End Time** at the default setting of **00:00** to **23:59**.
8. Tick **Holidays** to apply all holidays to the Time of Day Service. You should now apply the holiday Time of Day Service to the call groups which you wish it to affect. (See section 2.2. Applying the Service to a Call Treatment).



Further notes/caveats

Weekly or daily Times of Day Services do not over-ride holidays on the same day. For example, if Easter Bank Holiday is on a Monday the holiday rule (not the forwarding rules for Mondays) to that specific Monday.