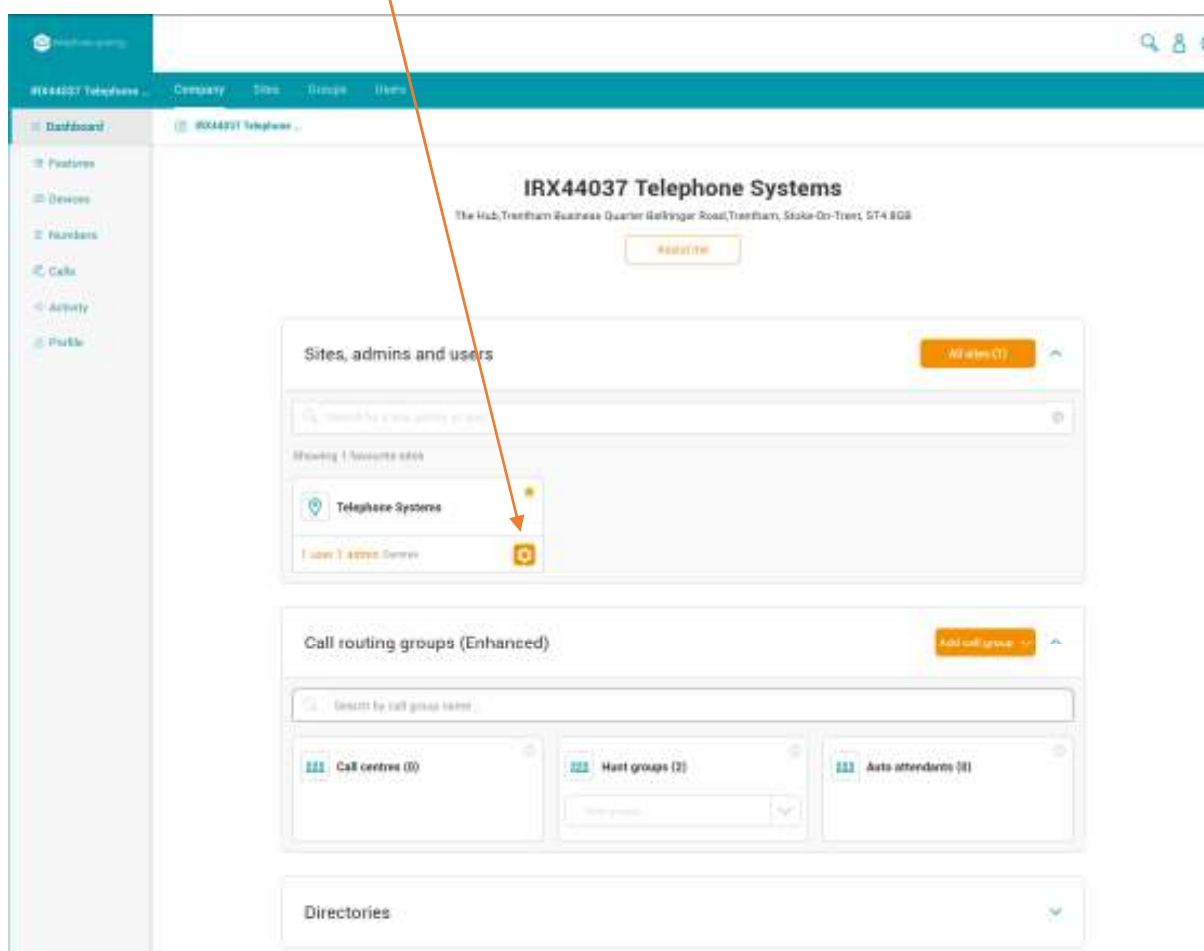




Setting Holiday Closing Times

- 1) Login to the portal via the My Account link on our website
- 2) In the sites area, click the “cog” in the bottom right hand corner of your site



- 3) Select features from the left hand menu.
- 4) Scroll down to the management section and choose “Schedules” clicking the cog



Management

Account and authorisation codes
✓ Assigned

Call capacity management
✓ Assigned

Calling rules
✓ Assigned

Feature access codes
✓ Assigned

Group calling line ID
✓ Assigned

Music on hold
✓ Assigned

Schedules
✓ Assigned

Voicemail management
✓ Assigned

5) Click the “Add Schedule” button

Schedules

Create 'time' and/or 'day' rules for other Features like Hunt Groups.

[Assist me](#)

View and set up schedules to use on features:

View holiday and time schedules managed by an administrator, or create your own holiday/time schedules that can be used for everyone in the company when setting up features e.g. Auto attendant.

[Add schedule](#)

Available schedules

3 schedules found.

<input type="checkbox"/>	Name	Type	Managed by	
<input type="checkbox"/>	England & Wales	Holiday	System	View >
<input type="checkbox"/>	Northern Ireland	Holiday	System	View >
<input type="checkbox"/>	Scotland	Holiday	System	View >

[Delete](#) [Clear Selection](#)



6) Select the “Holiday” radio button and fill out the date and time you would like your schedule to start and end.

Manage a schedule

Schedule name:

Select the type of schedule:
☐ Time ☒ Holiday

Set a weekly time schedule on selected days of the week. Set a holiday schedule for selected dates and times.

Create events and specify start and end dates/times for each.

Event name:

From: To:

[Add another event +](#)
You can add up to 20 events.

Dec 2023

Sa	Mo	Tu	We	Th	Fr	Sa	13	00
15	16	17	18	19	1	2	18	01
3	4	5	6	7	8	9	19	02
10	11	12	13	14	15	16	20	03
17	18	19	20	21	22	23	21	04
24	25	26	27	28	29	30	22	05
31	1	2	3	4	5	6	23	06
								07

OK

Manage a schedule

Schedule name:

Select the type of schedule:
☐ Time ☒ Holiday

Set a weekly time schedule on selected days of the week. Set a holiday schedule for selected dates and times.

Create events and specify start and end dates/times for each.

Event name:

From: To:

[Add another event +](#)
You can add up to 20 events.

Jan 2024

Sa	Mo	Tu	We	Th	Fr	Sa	30	00
1	2	3	4	5	6	7	10	01
8	9	10	11	12	13	14	11	02
15	16	17	18	19	20	21	12	03
22	23	24	25	26	27	28	13	04
29	30	31					14	05
							15	06
							16	07

OK

7) Go back to the features page and select “Hunt Groups” from the “Call groups” section

Call groups

Auto attendant

Assigned

Call centre

Assigned

Call park

Assigned

Custom ringback group

Assigned

Flexible seating host

Assigned

Group paging

Assigned

Hunt group

Assigned

Pickup group

Assigned

Series completion

Assigned



8) Find the group with your main number associated to it, click the orange number to select. If you have more than then repeat these steps.

Hunt groups

Distribute your calls by 'hunting' for an available User based on the rules you set up.

[Assist me](#)

When a call is received to a hunt group, the call will get routed to the assigned users according to the hunt group distribution policy and other applied settings.

Hunt groups

[Add Hunt Group](#)

1 Hunt group found.

Status	Name	Number	Feature pack
	01782 420209	01782 420209	Plus

8) Select features from the left hand sub menu then from here choose call forwarding selective.

01782 420209

[Assist me](#)

[Profile](#)
[Assigned Users](#)
[Service packages](#)
[Features](#)
[Voicemail](#)

Search features...

Administrator features

Alternate numbers

Calling rules

Custom ringback user

Calls - Incoming

Call forwarding

Call forwarding selective

Do not disturb

Pre alerting announcement

Selective call acceptance

Selective call rejection



9) Select “add number”

Call forward selective

Forward your calls to another number if they match certain rules, including Time and Holiday Schedules.

[Assist me](#)

Default forward to number

To set up criteria and rules to forward selective calls, first add a default number to forward these calls to.

[Add number](#)

[Reset to default](#)

10) for this you want to use the extension of the person whom you want receiving the voicemails during this time, lead with a “*55” as seen below for extension 201.

Manage call forward selective number

By default, call forward selective rules will be forwarded to:

Number

*55201|

Add a default number to be used with your call forward selective rules. You can override this by adding an alternative number to a specific rule.



10) Click the “Add Rule” button.

Call forward selective

Forward your calls to another number if they match certain rules, including Time and Holiday Schedules.

[Assist me](#)

Default forward to number

When an incoming call is received and it meets any of the active rules below, unless otherwise stated, it will be forwarded to:

+55201
[Manage >](#)

Play ring reminder

☐ When a call is received which is forwarded, your primary phone will play a short ring reminder

Rules

Create a rule and set criteria for when you want to forward selective calls.

[Add rule](#)

No call forward selective rules found

[Reset to default](#)

11) Name the rule “Holiday” have time schedule set to “all day everyday” and choose your holiday schedule you created. Click next and save.

Manage a call forward selective rule

1 [Rule times](#)

Rule name

☒ Use default number (+55201)

☐ Use this number instead:

Time schedule

[Add schedule >](#)

Holiday schedule



Call 01782 608608, email support@telephonesystems.cloud or visit <https://telephonesystems.cloud/help/> for additional support.