VoiceManager

Feature Description

Schedules allow you to configure timeframes that define how incoming calls will be managed. Once schedules are created, they appear as an option available for selection on other feature setting pages, such as Sequential Ring, Auto Attendant, and Call Notify. This feature is available with any VoiceManager package or IP Centrex service.

Solution

VoiceManager services provide time and holiday schedules to customize incoming call management based on a preconfigured calendar. They are created as events based on holidays, date, day of week, time of day, and recurring pattern options.

Setup

Create a Schedule/Event

Schedules organize time(s) for call management. You need to create a schedule before you add an event. Examples of commonly used schedules are: Weekend Hours, After Hours, and Evenings.

1. Log in to **VoiceManager MyAccount**.

2. Click the **VoiceManager Tools** menu in the left navigation bar.

3. Click the **User & Management System** tab.

4. Under the **User Management** section, click **Schedules**.

5. Click the **Add Schedule/Event** link.

6. Enter a description in the **Schedule Name** field.

7. Select the **Type** – **Regular** or **Holiday**.

Create separate schedules for an event if both a Regular and Holiday Schedule are desired.

8. Select the **Access** – **Group** or **Personal**.

9. Enter a description in the **Event Name** field.

10. Enter a **Start Time** for

	the date and time of the event.
	11. Enter an **End Time** for the date and time of the event.
	12. Choose if and when the Event **Recurs**.
	13. Click the **Save** or **Save & Add Another** button.
	Result: A message indicates your **Schedule** and **Event** were added.