Auto Attendant and Hunt Group Schedules

Reference Guide

Schedules can apply to different scenarios with different rules as noted below. You can easily create and manage schedules for Auto Attendant and Hunt Group features through the TelNet System Admin Portal. Schedules are set up on the Group Profile tab as shown. Please note:

- If you have an Auto Attendant or Hunt Group that operates the same 24/7, there is no need to add another schedule.
- To use a basic schedule on an **Auto Attendant** that has different messages and options during business hours than it does after hours, you just need to create a Business Hours schedule to apply to the particular Auto Attendant. --

Login to begin

Log in to the System Admin Service Portal to manage schedules for Auto Attendant and/or Hunt Groups. (Use the credentials TelNet provided with your System Admin Guide.)

1) Go to https://serviceportal.telnetww.com
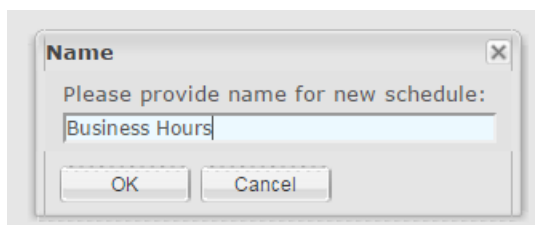2) Enter your Username and Password (from System Admin Guide provided by TelNet).
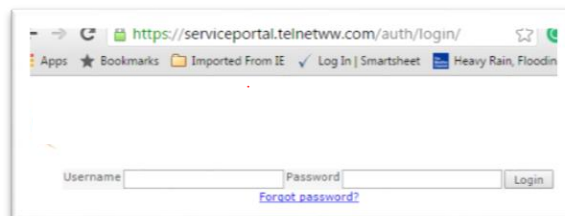
Setting up schedules for Auto Attendant

1) In the System Admin portal, select the **Group Profile tab** and click on **Time Schedules.**
   (Note: All schedules are set up in the Group Profile tab.)
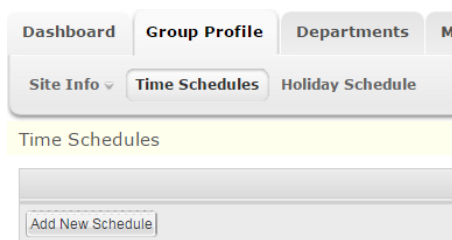
2) To create a new schedule, click on **Add New Schedule** and name it accordingly.

3) Create a new schedule by clicking and dragging to set your Business Hours. Then click **Save**.

EXAMPLE: Here we set up business hours to be Monday through Friday 9am to 5pm with a lunch between 12pm and 1pm, and open Saturday 10am to 1pm. Anything that is colored in will follow the Business Hours auto attendant, anything that is not colored in will follow the After Hours auto attendant schedule.

NOTE: if your hours ever change, or if you need to adjust the schedule for unexpected closures, meetings, etc., you can simply go back in to the schedule and adjust it accordingly.

Save your Settings/Apply your Schedules

1) After schedules have been created for your Business and After Hours/Holidays Auto Attendants, go back to the **Auto Attendant** tab on the main page: click on **Group Services** and then select your **Auto Attendant** from the dropdown list.
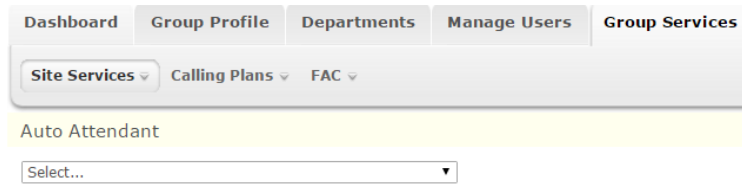
2) Click the **Detailed Settings** link below the options window.
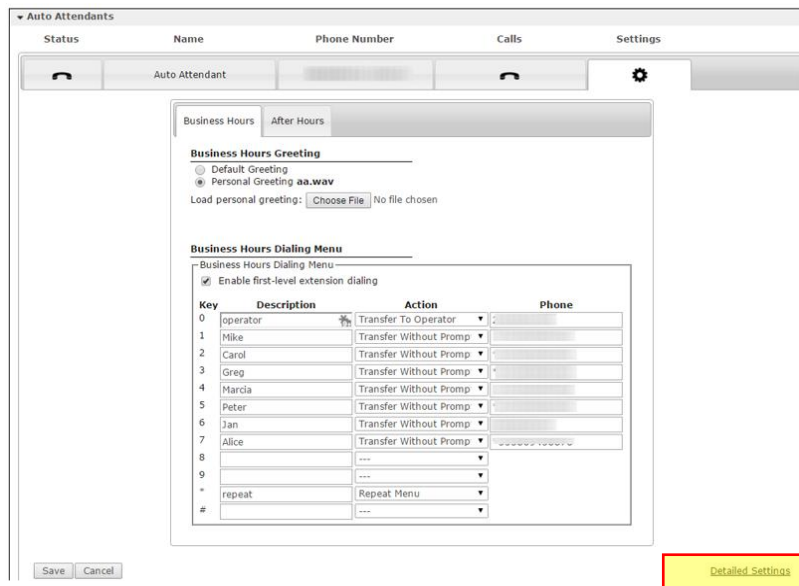
3) On the **Detailed Settings** page, in the **Profile** section, select your **Business Hours** schedule from the dropdown menu, (along with any **Holidays Schedule** you may have created that you want to apply) and click **Save**.

NOTE: During the Business Hours set up in the schedule, the Auto Attendant will follow the greeting and options created for the Business Hours Auto Attendant. Anything outside of the schedule you created will automatically point to the After Hours Auto Attendant greeting and options. In this example, a Holiday Schedule was set up and activated as well.

Scheduling to ring to a Hunt Group during business hours, and Auto Attendant (or elsewhere) during after hours

You can create a schedule that rings a **Hunt Group** of phones during Business Hours, but then goes to an **Auto Attendant** (or elsewhere) after hours. Here's how:

1) Create a schedule for the **Hunt Group** such as this:

*This sample schedule shows that the 'open' hours to ring the **Hunt Group** are from 8am to 12 noon, (closed for lunch) and then again from 1pm to 5pm. Everything in the shaded area will ring directly to the **Auto Attendant** or other default ring to phone number you specify.*

To add the schedule to your Hunt Group

1) Click on **Group Services** tab and then select **Hunt Group** from the **Site Services** dropdown.
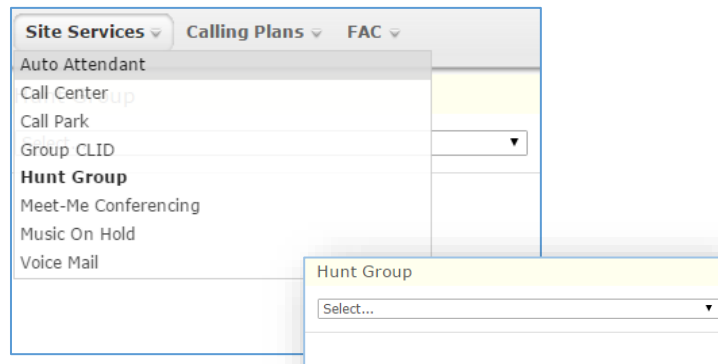
2) Click on the **Calling Features** tab
3) In the **Incoming Calls** section, click the **Edit** button in the **Call Forwarding Selective** section (to apply the schedule designating that service rings to the Auto Attendant during the 'closed' hours.)

4) Add the **Default Call Forward to phone number** in the field and then click the **Add Rule** button.

*NOTE: the phone number you add can be the **Auto Attendant phone number** (from your System Admin doc package), or any other phone number you would like to use to direct calls After Hours (e.g., call center, answering service, on-call person, etc.)*

Call Forwarding Selective ✕

* indicates required field.

* Default Call Forward to phone number [   ] 🔼

☐ Is Active

Active Description Time Schedule Holiday Schedule Calls From

Add New Rule: Remove
* Description: [Closed Forward to AA]

Time Schedule: [After Hours Forward to Auto Attendant (Group) ▼]

Holiday Schedule: [None   ▼]

Forward to: ⦿ Use Default Forward phone number

                   ◯ Forward to another phone number [   ]

                   ◯ Do not forward

Calls From: ⦿ Any phone number
                   ◯ Following phone numbers:
                        ☐ Any private number
                        ☐ Any unavailable number
                        Specific phone numbers:
                   [   ] [   ] [   ]
                   [   ] [   ] [   ]
                   [   ] [   ] [   ]

                                              Cancel   Save

5) In the **Add New Rule** window, assign a **Description** to the rule, and select the **Time Schedule** to follow to point to the Auto Attendant (or other **Default Call Forward to number** you designate) after hours, per the schedule you created.

6) Click **Save**.

7) After saving the rule, turn the **Call Forward Selective** rule **On**, and **Save** the change when you are done.

🔄 Call Forwarding Selective   ⦿ On ◯ Off

To set up Holidays schedule in advance

1) Simply click on the **Holiday Schedule** button at the top and then **Add Holiday Schedule**. (After Hours Auto Attendant setup will be used for the Holiday Schedule -- that includes the current After Hours Greeting. If you would like to change the greeting for a particular holiday, you will need to re-record the After Hours greeting for that time period.)
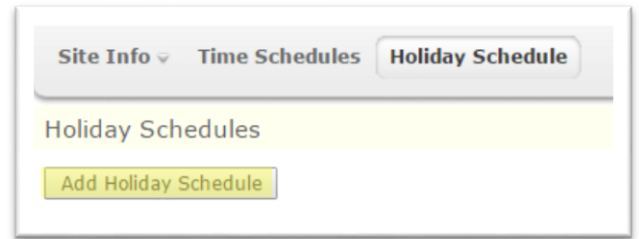
2) Use the following window to add your upcoming holidays.

Edit Holiday Schedule

*Holiday Schedule Name: Holidays

Holiday	Date Start	Date End	Recurrence
4th of July	07/04/2016	07/04/2016	Indefinite ▾
Memorial Day	05/30/2016	05/30/2016	None ▾
Thanksgiving/Black Friday	11/24/2016	11/25/2016	None ▾
Vacation	04/18/2016	04/22/2016	None ▾
Christmas Eve/Day	12/24/2016	12/25/2016	Indefinite ▾
			None ▾

NOTE: In the **Recurrence** field, you can set it to recur automatically for dates that do not change like Xmas Eve and Xmas Day, 4th of July, etc. by selecting **Indefinite** recurrence.

Holidays schedules can be added to Auto Attendant and Hunt Group Call Forward Selective schedules

Here is **Auto Attendant** profile with **Holidays** schedule chosen from dropdown list.

Business Hours: Every Day All Day
Holiday Schedule: Holidays ▾
Scope of Extension Dialing: ○ Enterprise ● Group ○ D

Here is a **Hunt Group Call Forward Schedule** with **Holidays** schedule chosen from dropdown list

Active	Description	Time Schedule	Holiday Schedule
☑	Closed Forward to AA	After Hours Forward to Auto Attendant(Group)	None

* Description: Closed Forward to AA
Time Schedule: After Hours Forward to Auto Attendant (Group) ▾
Holiday Schedule: Holidays (Group) ▾