

Set-Up Time of Day Routing

Scope:

The following steps will show you how to set up **Time of Day Routing (TOD)** on a phone number (DID). It is best practice to have calls hit **Time of Day Routing** before flowing to Ring Groups, Call Queues or Auto Attendants. This allows for centralized management and easy call forwarding.

Requirements:

- Access to Manager Portal as Office Manager role or higher

Setting Up TOD on a DID

1. Using any web browser log in to the Manager Portal.
2. From the top navigation menu click on **Inventory**.



3. Click on the DID you wish to set up TOD routing on.
4. Set **Enable Time Frames** to **Yes**.
5. Set **Timezone** to the company's default timezone.

Enable Time Frames

Timezone

Configure Routing - Business Hours

1. On the dropdown for **Select time frame for new rule** , click on **Business Hours**.
2. Click the green + to add the rule.



3. Set the **Treatment** and **Destination** to the appropriate place.
4. Using the arrows at the left drag the **Holidays** rule to the top of the list.

	Time Frame	Treatment	Destination	
⬆️	Business Hours	Call Queue	6000 (test)	⊗
⬆️	Default ⓘ	Select treatment		

5. Click **Save**.
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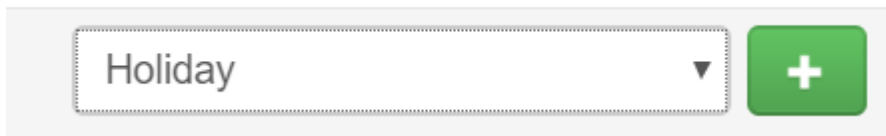
Configure Routing - Holidays

1. From the Inventory list, click on the TOD routed DID.

Phone Number	Treatment	Destination	Notes
(305) 555-1233	Time of Day Routing		
(305) 555-1234	Available Number		
(305) 555-1235	Available Number		

2. On the dropdown for **Select time frame for new rule** , click on **Holiday**.

3. Click the green + to add the rule.



4. Set the **Treatment** and **Destination** to the appropriate place.

5. Using the arrows at the left drag the **Holidays** rule to the top of the list.

Time Frame	Treatment	Destination
Holiday ⓘ	Voicemail	1000 (Inara Serra)
Business Hours ⓘ	Call Queue	6000 (test)
Default ⓘ	Select treatment	

6. Click **Save**.

Configure Routing - After Hours

1. From the Inventory list, click on the TOD routed DID

Phone Number	Treatment	Destination	Notes
(305) 555-1233	Time of Day Routing		
(305) 555-1234	Available Number		
(305) 555-1235	Available Number		

2. Set the **Treatment** and **Destination** to the appropriate place

SELECTED TO BE CHANGED

Select time frame for new rule +

Time Frame	Treatment	Destination
Holiday ⓘ	Voicemail ▼	1000 (Inara Serra) ✕
Business Hours ⓘ	Call Queue ▼	6000 (test) ✕
Default ⓘ	Voicemail ▼	1000 (Inara Serra)

3. Click **Save**

Route Other DIDs to the same TOD Route

1. Using the top navigation click on **Inventory**.



2. Click on the DID you wish to modify or select multiple DIDs and Click Bulk Edit.

Filters				Bulk Edit	Export
<input type="checkbox"/> Phone Number ▲	Treatment	Destination	Notes		
<input type="checkbox"/> (305) 555-1233	Time of Day Routing				
<input checked="" type="checkbox"/> (305) 555-1234	Available Number				
<input checked="" type="checkbox"/> (305) 555-1235	Available Number				

3. Under Treatment select User.

4. Under User type the 11 Digit DID you set up TOD routing for

NOTE: The user MUST be 11 digits or any changes to the original TOD routing will not update across all DIDs.

Treatment

User

Enable enhanced voicemail

5. Click **Save**.

6. DIDs routed in this way will reflect the TOD routing user in **Treatment** and **Destination** , but will also show TOD routing when clicked on individually.

Phone Number ▲	Treatment	Destination	Notes
(305) 555-1233	Time of Day Routing		
(305) 555-1234	User	13055551233	
(305) 555-1235	User	13055551233	

Edit (305) 555-1234

Enable Time Frames

 Yes

Enable DID

 Yes

Timezone

Enable Date

Caller ID Prefix

Disable Date

Notes

Limited to 64 characters

Time Frame	Treatment	Destination
Business Hours ⓘ	Call Queue	6000 (test)
Holiday ⓘ	Voicemail	1000 (Inara Serra)
Default ⓘ	Voicemail	1000 (Inara Serra)

Cancel

Save