

Create Time Frames

Scope:

The following steps will allow you to time frames for use with call routing. It is best practice to create two timeframes for each domain: Business Hours and Holidays.

Requirements:

- Access to PBX Manager as Office Manager or Reseller role

Create a New Time Frame

1. Using any web browser log into the PBX Manager.
2. From the top navigation menu click on **Time Frames**.



Time
Frames

3. Click **Add Time Frame**.

Add Time Frame

4. Choose a descriptive name for the time frame.

Name

5. Select when you would like the time frame to occur:

- **Always:** Applies 24/7. Primarily used for routing for an unspecified period of time
- **Days of the Week and Times:** Recurring Range of days and times. Primarily used for Business Hours or scheduling rules

- **Specific dates or ranges:** Specified dates in the future. Primarily used for holidays or scheduled closings

6. Click **Save**

Example: Always

- 1. Click **Add Time Frame**
- 2. **Name:** Always
- 3. **When:** Always
- 4. Click **Save**.

Add a Timeframe ✕

Name Note: Name cannot be changed

When Always Days of the week and times Specific dates or ranges

Example: Business Hours

1. Click **Add Time Frame**
2. **Name:** Always
3. **When:** Days of the week and times
4. Select the checkboxes for **Monday, Tuesday, Wednesday, Thursday, and Friday**. The system will default to 9 AM to 5 PM for each day.
5. Click **Save**.

Add a Timeframe ✕

Name Note: Name cannot be changed

When Always Days of the week and times Specific dates or ranges

Sunday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Monday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Tuesday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Wednesday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Thursday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +


Friday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Saturday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Example: Holidays













1. Click **Add Time Frame**
2. **Name:** Holidays
3. **When:** Specific dates or ranges
4. Using the calendar icon select the date for each holiday you want to add
5. For additional dates use the green add icon at the right
6. Click **Save**.

Add a Timeframe ×

Name  **Note:** Name cannot be changed

When Always Days of the week and times Specific dates or ranges

Specific dates or ranges

01/01/2016 12:00 am		to	01/01/2016 12:00 am		
07/04/2016 12:00 am		to	07/04/2016 12:00 am		
11/24/2016 12:00 am		to	11/24/2016 12:00 am		
12/25/2016 12:00 am		to	12/25/2016 12:00 am		

Verification (Optional)

You may verify the currently applied Time Frame by navigating to the Answering Rules section of the appropriate user. You will see a blue Active tag next to the current Time Frame.

The screenshot shows a user interface for configuring answering rules. At the top, there are four tabs: 'Profile', 'Answering Rules', 'Voicemail', and 'Phones'. The 'Answering Rules' tab is active. Below the tabs, there is a 'Ring for' dropdown menu set to '20' seconds. Below this is a table with the following data:

	Time Frame	
⬆	Holidays Active	⬆
⬆	Lunch	⬆
⬆	Business Hours	⬆
⬆	Default	⬆