### **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.**



3. Click Add Time Frame.

Add	Time	Frame
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4. Choose a descriptive name for the time frame.

Name		
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- 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

•	<b>Specific dates or ranges:</b> Specified dates in the future. Primarily used for holidays
	or scheduled closings

6. Click **Save** 

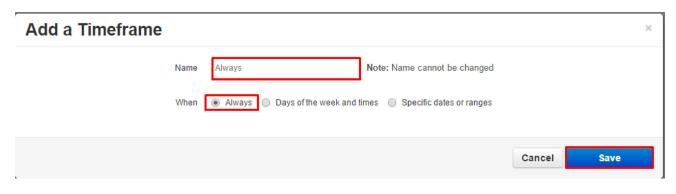
# **Example: Always**

1. Click **Add Time Frame** 

2. Name: Always

3. When: Always

4. Click Save.



# **Example: Business Hours**

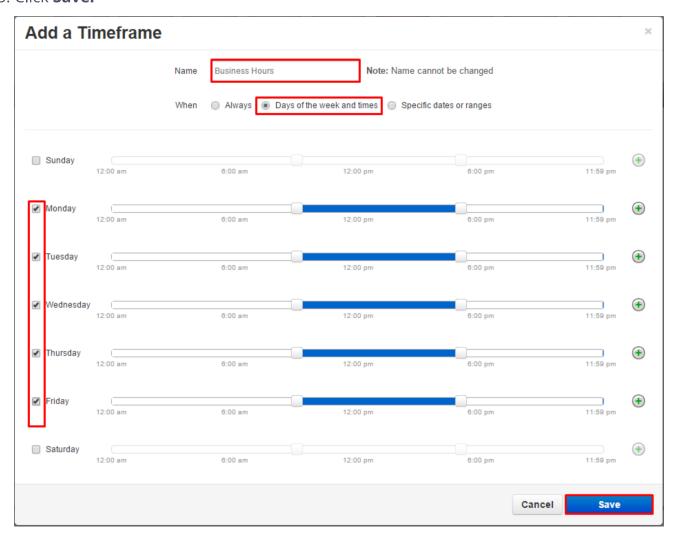
1. Click Add Time Frame

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.



## **Example: Holidays**

1. Click **Add Time Frame** 

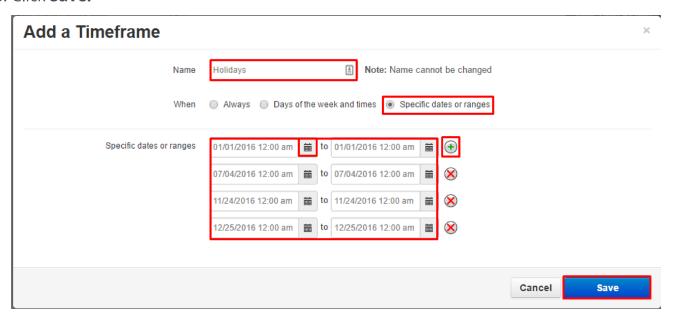
2. Name: Holidays

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.



# **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.

