

Applications

Time Conditions

Dynamically route calls to an IVR menu, external numbers, scripts, or other destinations based on time conditions. Fields in **bold** are mandatory.

- **Name** Name of the Time Condition.
- **Extension** Define an extension number that is NOT already created.
- Presets US Holiday presets.
- Alternate Destination If the condition doesn't match the call will go to the defined alternate destination.
- **Order** Changes the order of which condition is evaluated first.
- **Enabled** If the ring group is enabled.

Applications

Time Conditions

[BACK](#)[SAVE](#)

Dynamically route calls to an IVR menu, external numbers, scripts, or other destinations based on time conditions.

Name	<input type="text"/> Enter the name for the time condition.																
Extension	<input type="text"/> Enter the extension number.																
Settings	<table><thead><tr><th>Condition</th><th>Value</th><th>Range</th><th></th></tr></thead><tbody><tr><td><input type="text"/></td><td><input type="text"/></td><td>~ <input type="text"/></td><td><input type="button" value="X"/></td></tr><tr><td><input type="text"/></td><td><input type="text"/></td><td>~ <input type="text"/></td><td><input type="button" value="X"/></td></tr><tr><td><input type="text"/></td><td><input type="button" value="◀"/></td><td><input type="text" value="500"/></td><td></td></tr></tbody></table> <p>Define custom conditions necessary to execute the destination selected above.</p>	Condition	Value	Range		<input type="text"/>	<input type="text"/>	~ <input type="text"/>	<input type="button" value="X"/>	<input type="text"/>	<input type="text"/>	~ <input type="text"/>	<input type="button" value="X"/>	<input type="text"/>	<input type="button" value="◀"/>	<input type="text" value="500"/>	
Condition	Value	Range															
<input type="text"/>	<input type="text"/>	~ <input type="text"/>	<input type="button" value="X"/>														
<input type="text"/>	<input type="text"/>	~ <input type="text"/>	<input type="button" value="X"/>														
<input type="text"/>	<input type="button" value="◀"/>	<input type="text" value="500"/>															
Presets	<div><input type="checkbox"/> New Year's Day</div> <div><input type="checkbox"/> Martin Luther King Jr. Day</div> <div><input type="checkbox"/> Presidents Day</div> <div><input type="checkbox"/> Memorial Day</div> <div><input type="checkbox"/> Independence Day</div> <div><input type="checkbox"/> Labor Day</div> <div><input type="checkbox"/> Columbus Day</div> <div><input type="checkbox"/> Veteran's Day</div> <div><input type="checkbox"/> Thanksgiving Day</div> <div><input type="checkbox"/> Christmas Day</div> <div><input type="button" value="ADVANCED"/></div> <p>Select from available presets. Click a preset name to further customize the conditions and/or destination of each.</p>																
Alternate Destination	<input type="text"/> <input type="button" value="◀"/>																
Order	<input type="text" value="300"/>																
Enabled	<input type="text" value="True"/>																
Description	<input type="text"/>																

[SAVE](#)

Time Conditions Example

In our example we have an employee that will receive calls during a set time range and set days. Below is what the settings look like for Monday through Friday at 5:00pm to 11:00pm. If the employee doesn't answer the call will be directed to the **Timeout Destination**. Label the **Name as Oncall** and invent the **Extension as 10011**. In the **Settings** choose from the dropdown lists for Day of Week for the condition, Monday for the Value and Friday for the Range. Next set of dropdown list choose Time of Day for the condition, 5:00 PM for the value and 11:00 PM for the Range. If other options are needed just click the + to the right of Range.

Applications

Settings

Condition	Value	Range	
Day of Week	Monday	~ Friday	<div>+</div> <div>×</div>
Time of Day	5:00 PM	~ 11:00 PM	<div>×</div>
2016	<div>◀</div>	500	

Define custom conditions necessary to execute the destination selected above.

The next dropdown choose the extension where the call is intended for. If the call is outside the date and time specified the call will goto the **Alternate Destination** dropdown. Be sure **Enabled** is set True and click save.

Alternate Destination

3000 ivr

◀

Conditions

The most common conditions to use are **Day of Week** and **Time of Day**.

Time of Day

- Is a select list of every minute for the full 24 hour period of time.

Hour of Day

- Another alternative the Hour of Days. If you set a range of 9 - 4 it will include all of 4 until it changes to 5.

Day of Week

The day of week condition each day of the week is represented by a number. A valid range is from low to high. A valid range is like Monday to Friday (2-6).

- 1 Sunday
- 2 Monday
- 3 Tuesday
- 4 Wednesday
- 5 Thursday
- 6 Friday
- 7 Saturday

An example of an **invalid range** would be Saturday to Sunday (**7-1**).

[Time Conditions Default Settings](#)

Click the link above for Time Conditions default settings.

Applications

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