

# Time Frames

Time frames allow you to control the scheduling of the system. You configure time frames using the Time Frames page. To display this page, click the Time Frames icon at the top of the page:




Time Frames

Three common time frames are:

- Open Hours (for example, M-F 9am-5pm)
- Holidays (Independence Day, Thanksgiving, New Year's, and so on)
- Closed Hours (all other times)

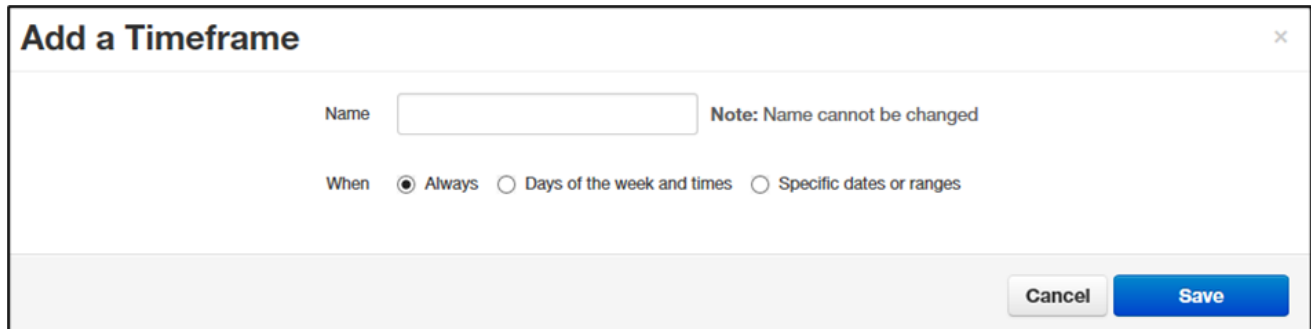
Time frames can be both shared (system-wide and set by the administrator) or personal to your extension. You can add a time frame to your extension by clicking the **Add Time Frame**.

Time Frames			
Name	Description	Owner	<a href="#">Add Time Frame</a>
<a href="#">Cell Forward</a> 	<a href="#">Days and Times</a>	5702	
Closed Hours	<a href="#">Always</a>	Shared	
Customer Care Hours	<a href="#">Days and Times</a>	Shared	
Holidays	<a href="#">Specific Dates</a>	Shared	
<a href="#">Kevin Holiday</a>	<a href="#">Specific Dates</a>	5702	
Open Hours	<a href="#">Days and Times</a>	Shared	

∅ To add time frames

- From the Time Frames page, click **Add Time Frame**.

The Add a Timeframe page appears.



**Add a Timeframe** ×

Name  **Note: Name cannot be changed**

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

- In the **Name** field, enter a name for this time frame.
- Next to **When**, select the time period when the time frame will be applied:
  - Always** = select this option if the time frame will always be applied. Click **Save** to complete the procedure.
  - Days of the week and times** = select this option to select days and times when the time frame will be applied. Proceed to “If you select Days of the week and times” on page 23.
  - Specific dates or ranges** = select this option to specify a specific date or range of dates. Proceed to “If you select Specific dates or ranges” on page 27.

### **If you select Days of the week and times**

Options appear for selecting days and times when the time frame will be applied.

### Add a Timeframe

Name:  × **Note:** Name cannot be changed

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

<input type="checkbox"/> Sunday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>
<input type="checkbox"/> Monday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>
<input type="checkbox"/> Tuesday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>
<input type="checkbox"/> Wednesday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>
<input type="checkbox"/> Thursday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>
<input type="checkbox"/> Friday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>
<input type="checkbox"/> Saturday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>

Using the check boxes next to the name of each day of the week, check the days when the time frame will be applied. A blue line to the right of checked day shows the default hours for this time frame (9:00 AM through 5:00 PM).

### Add a Timeframe

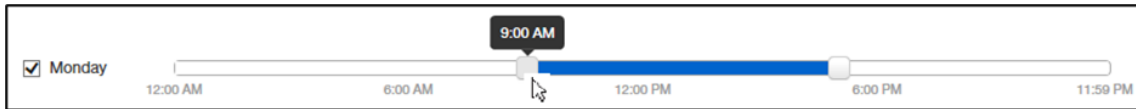
Name:  × **Note:** Name cannot be changed

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

<input type="checkbox"/> Sunday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>
<input checked="" type="checkbox"/> Monday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Tuesday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Wednesday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Thursday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Friday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input checked="" type="checkbox"/>
<input type="checkbox"/> Saturday	12:00 AM	6:00 AM	12:00 PM	6:00 PM	11:59 PM	<input type="checkbox"/>

**Default operating hours**


. To change the start time, drag the button on the left side of the blue bar either to the left to begin the start time earlier or to the right to begin the start time later.



. To change the end time, drag the button on the right side of the blue bar either to the left to shorten the end time or to the right to lengthen the end time.



**Hint:** To fine-tune start and end times, click start time or end time button, and then use the left and right arrow keys on your keyboard to change the time in 5-minute increments.

4. By default, each day is made up of one time period. However, you can use the  icon to define two time periods per day. For example, the figure below shows a setup for an office that answers calls in the morning and afternoon, and then transfers calls to an answering service over lunch, on Monday through Friday. By doing this, you would create two time frames (for example, one from 8 to noon and another from 1:00 to 5:00 PM).

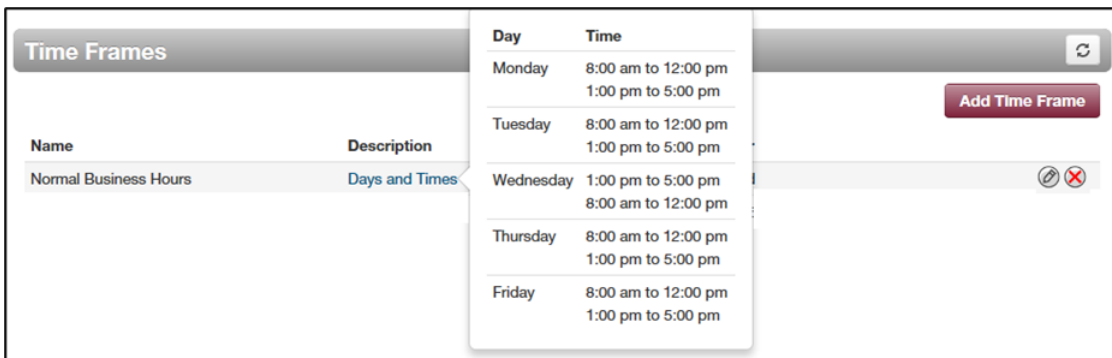
. Click **Save** to save your selections.

The time frame appears as a row on the Time Frames page.



Name	Description	Owner
Normal Business Hours	Days and Times	Shared

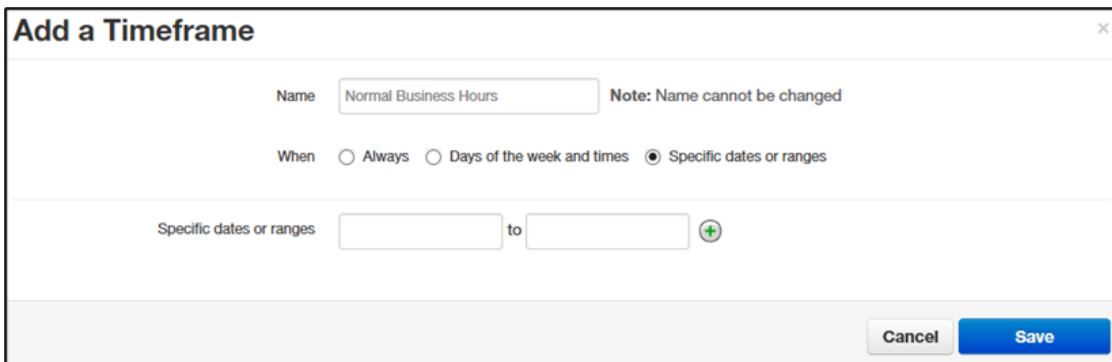
**Hint:** Moving the pointer over the blue text in the **Description** column shows the settings for that timeframe.



Day	Time
Monday	8:00 am to 12:00 pm 1:00 pm to 5:00 pm
Tuesday	8:00 am to 12:00 pm 1:00 pm to 5:00 pm
Wednesday	1:00 pm to 5:00 pm 8:00 am to 12:00 pm
Thursday	8:00 am to 12:00 pm 1:00 pm to 5:00 pm
Friday	8:00 am to 12:00 pm 1:00 pm to 5:00 pm

### If you select Specific dates or ranges


Fields appear for entering dates or ranges





**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:  to  

Click in the left field, and then select a starting date and time from the pop-up calendar.

- Click in the right field, and then select an ending date and time from the pop-up calendar.
- To specify additional ranges, click the  icon to display another row of fields, and then repeat steps 1 and 2 in the new fields. Repeat this step for each additional date or range you want to specify. To delete a date or range, click the  icon next to the appropriate row.

- Click **Save** to save your selections.

The time frame appears as a row on the Time Frames page.

Time Frames 		
Name	Description	Owner
Normal Business Hours	<a href="#">Specific Dates</a>	Shared

[Add Time Frame](#)

**Hint:** Moving the pointer over the blue text in the **Description** column shows the settings for that timeframe.

**Time Frames** ↻

**Add Time Frame**

Name	Description	Owner				
<a href="#">Normal Business Hours</a>	Specific Dates					
	<table border="1"><thead><tr><th>Begin</th><th>End</th></tr></thead><tbody><tr><td>12/30/2015</td><td>12/30/2015</td></tr></tbody></table>	Begin	End	12/30/2015	12/30/2015	
Begin	End					
12/30/2015	12/30/2015					

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Revision #3

Created 25 July 2024 01:19:32 by Daniel O

Updated 16 December 2024 21:21:08 by Daniel O