

# Admin Portal – Time Schedules

---

 [carrier.webex.com/time\\_schedules\\_rep/](http://carrier.webex.com/time_schedules_rep/)

October 19, 2017

[Home](#) | [Administrator Guides](#) | Admin Portal - Time Schedules

## What you need to know:

Time schedules are used to route incoming calls based on the day of the week and/or time of day. Schedules are classified as either Business Hours or Holiday. This article provides instructions for how to modify, add and delete them.

[Schedule Notes](#)[Modify Time Schedules](#)[Add Time Schedules](#)[Modify/Add Holiday Schedules](#)[Delete Time or Holiday Schedules](#)[back to top](#)

## Schedule Notes

Upon install, two pre-defined schedules are assigned to your Site. They are assigned to the site **Auto Attendant** function:

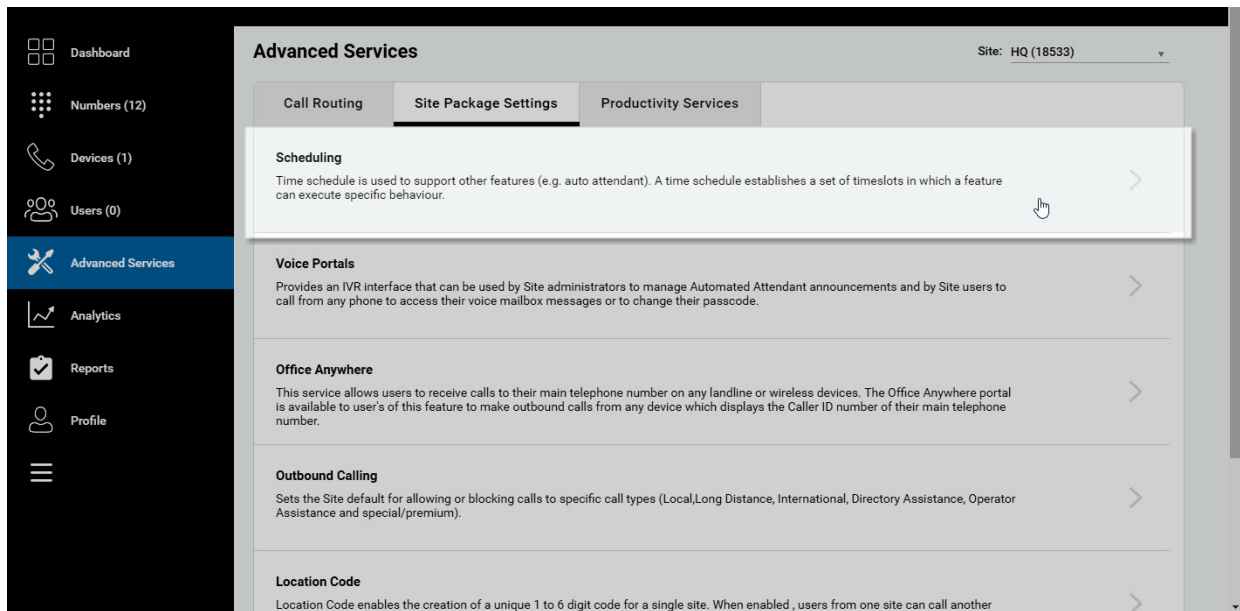
- **Auto Attendant – Business:** This schedule defines the days and hours your office is taking phone calls.
  - **Auto Attendant – Holiday:** This schedule defines the days your office is closed due to a holiday and not taking phone calls.
- Schedules are defined by events. Events represent days of the week and times of the day.
  - For proper **Auto Attendant** operation, verify that at least one event is defined in each of the pre-defined **Auto Attendant**.
  - If additional Site Schedules are defined, they will not impact **Auto Attendant** operation unless they are assigned to the **Auto Attendant**.
  - User specific schedules can be implemented within **My Rules** in the **My Phone Dashboard**. A user may use one of the existing Site Schedules, or create and manage user unique schedules using **My Schedules**.
  - If you expect to treat all incoming calls the same regardless of day or time, configuring a Time Schedule is unnecessary.
  - During a Holiday Schedule, callers are routed based on the After Hours settings.

---

## Modify Time Schedules

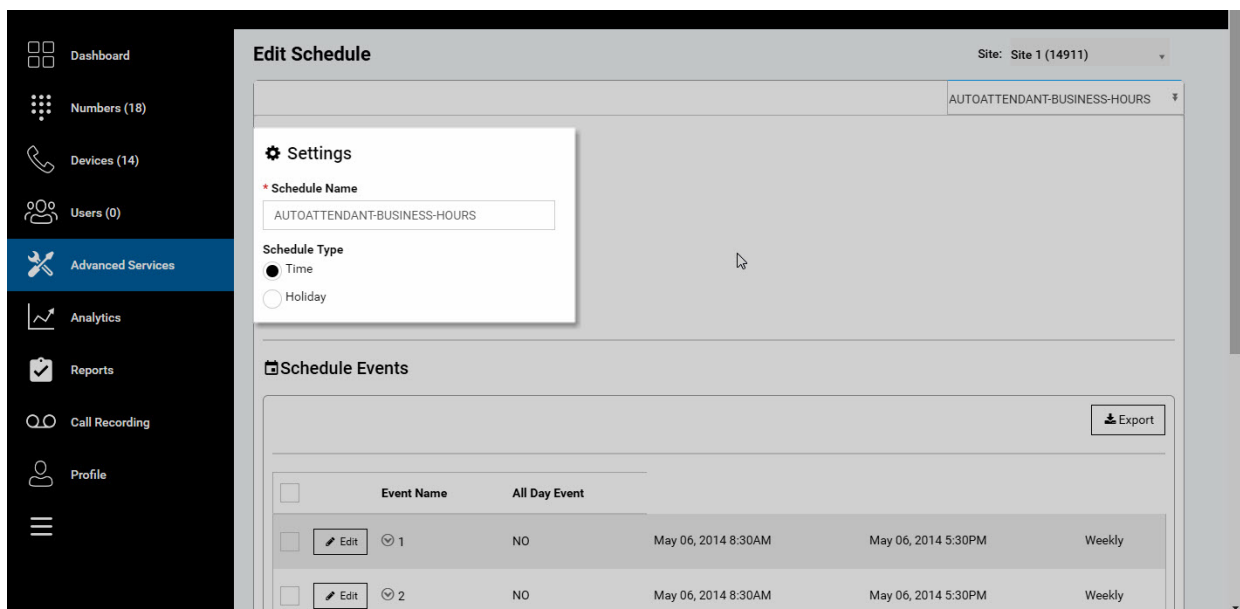
1. Log in to the admin portal.
2. From the Site dropdown, select your site.
3. Select the **Advanced Services** tab.

#### 4. Select **Scheduling** under **Site Package Settings**.



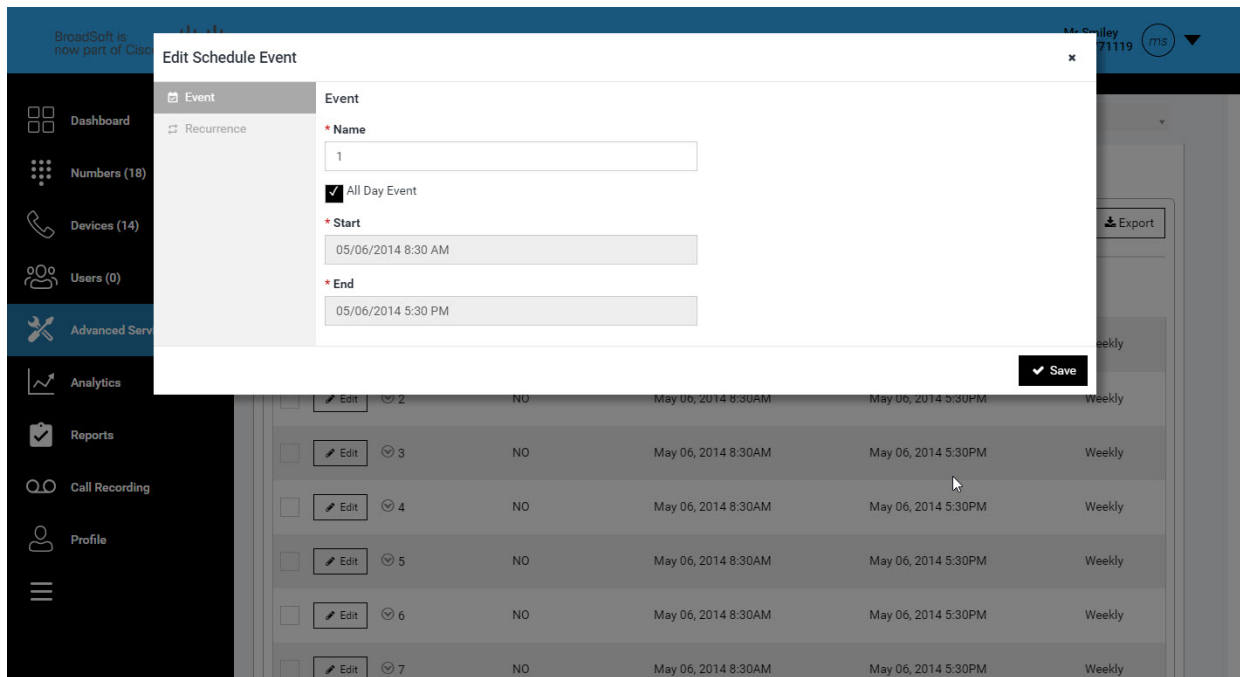
Click image for large view 

5. Select the schedule to modify.
6. Select **Edit**.
7. To rename the schedule, enter the new name. **Note:** When modifying an existing schedule, you cannot change the Time or Holiday designation of the schedule.



Click image for large view 

8. Select **Save**.
9. To modify a scheduled event, select the event and click **Edit**.
10. The **Edit Schedule Event** window appears.



Click image for large view

11. Modify where applicable:

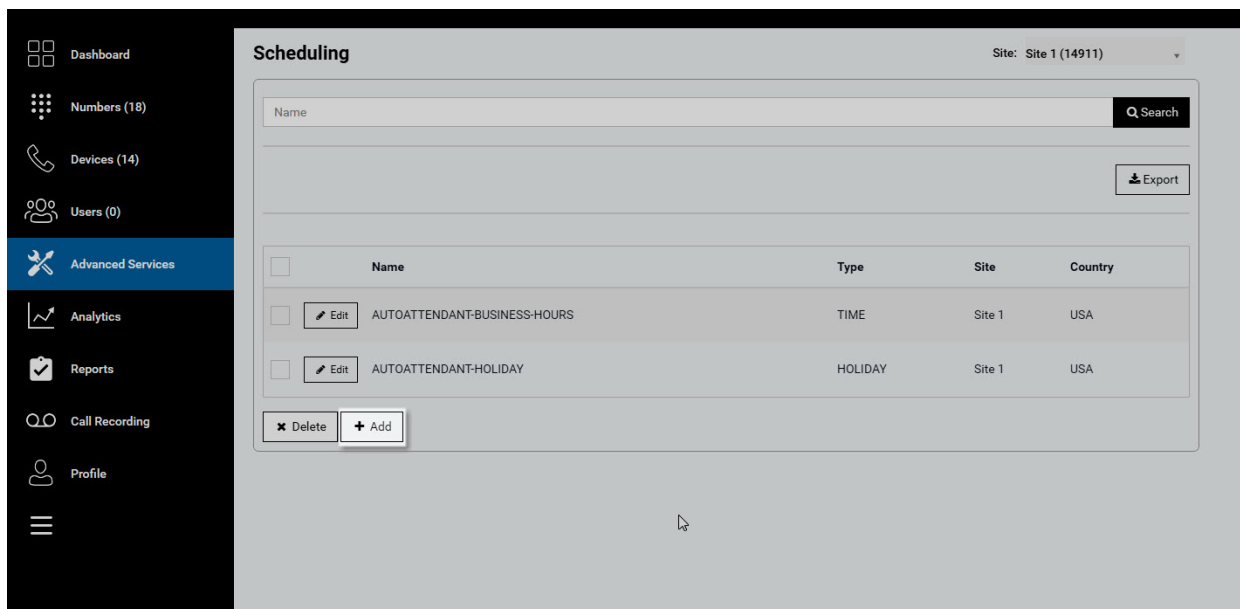
- Edit the event name. This is typically the day of the week for the event.
- If this is an all day event, check **All Day Event**.
- Modify the start date and start time for the event.
- Modify the end date and end time for the event. This represents your business hours for this day and when callers will hear your business hours greetings (for **Auto Attendants**). For Example, Monday 9:00am to Monday 5:00pm.
- Next, select the recurrence pattern for this event under the **Recurrence** tab.
  - Select **None** for an occasion outside of a holiday – perhaps a special event day at your office.
  - Select **Weekly** recurrence for events that should repeat each week on that day. Select the day of the week to have this schedule reoccur on that day every week.
  - Select **Yearly** recurrence for holidays.
- Select **Save**.

## Add Time Schedules

Additional schedules can be added and used by other features such as Call Center or user services such as Call Priority or Selective Forwarding. These other features may require unique business hours that are different than the normal business hours.

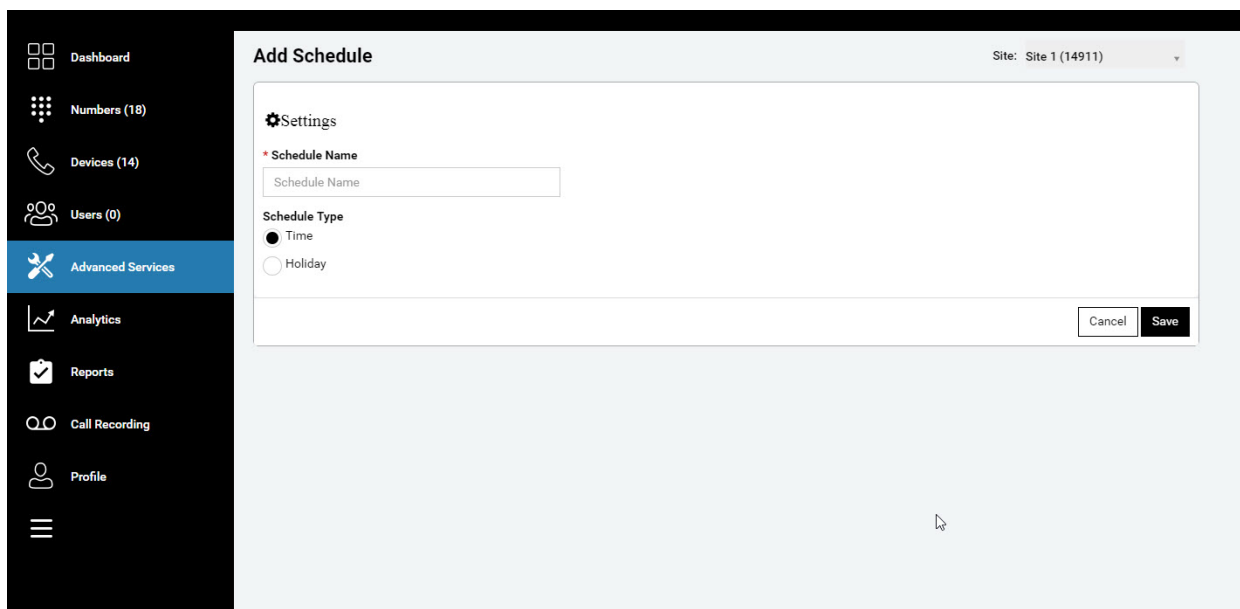
1. Log in to the admin portal.
2. From the Site dropdown, select your site.
3. Select the **Advanced Services** tab.

4. Select **Scheduling** under **Site Package Settings**.
5. Select **Add**.



Click image for large view 

6. Enter the name of the schedule and select **Time**.
7. Select **Save**.



Click image for large view 

8. Find the new event and select **Edit**.
9. Select **Add** to add an event.
10. Enter the event name. This is typically the day of the week for the event.  
If this is an all day event, check **All Day Event**.

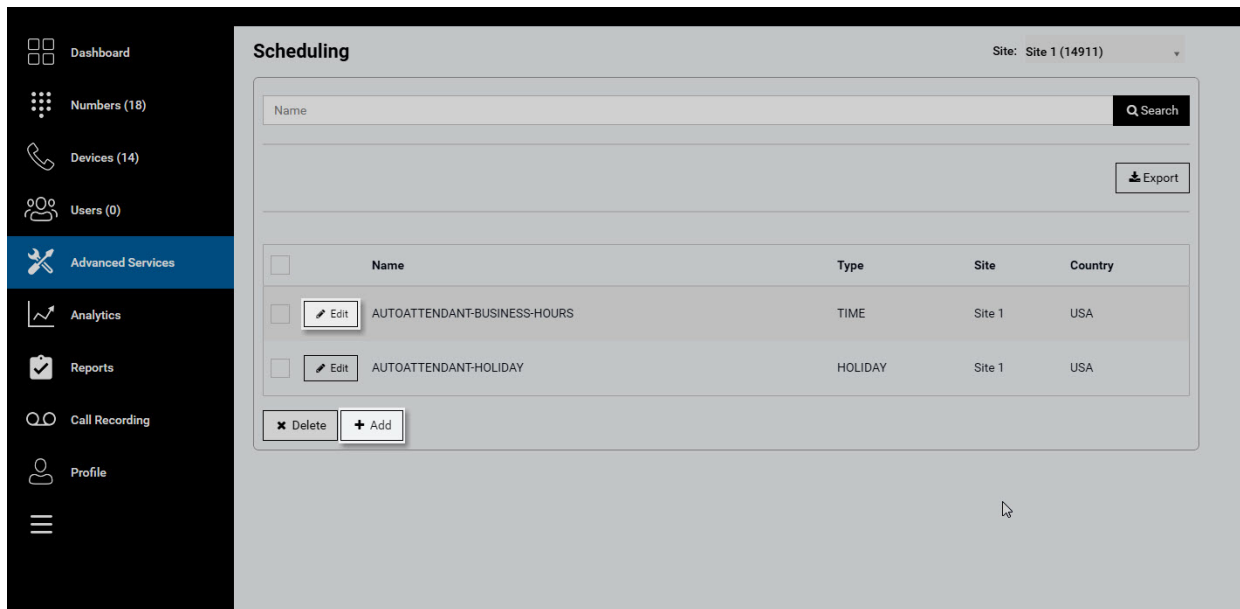
11. Enter the start date and start time. If this is a recurring event, the start date can be the same.
  12. Enter the end date and end time for the event.
  13. Under the Recurrence tab, select the recurrence pattern for this event.
    - Select **None** for an occasion outside of a holiday – perhaps a special event day at your office.
    - Select **Weekly** recurrence for events that should repeat each week on that day. Select the day of the week to have this schedule reoccur on that day every week.
    - Select **Yearly** recurrence for holidays.
  14. Select **Save**.
  15. Repeat steps for the remaining 6 days of the week.
  16. Assign the time schedule to its service, such as Call Center, Selective Call Forwarding or Auto Attendant.
- 

## Modify/Add Holiday Schedules

Holiday Schedules contain multiple events. These events represent the holidays that your company is closed. It is recommended to create a new holiday schedule each year to ensure the dates and days in the schedule reflect when the offices are closed.

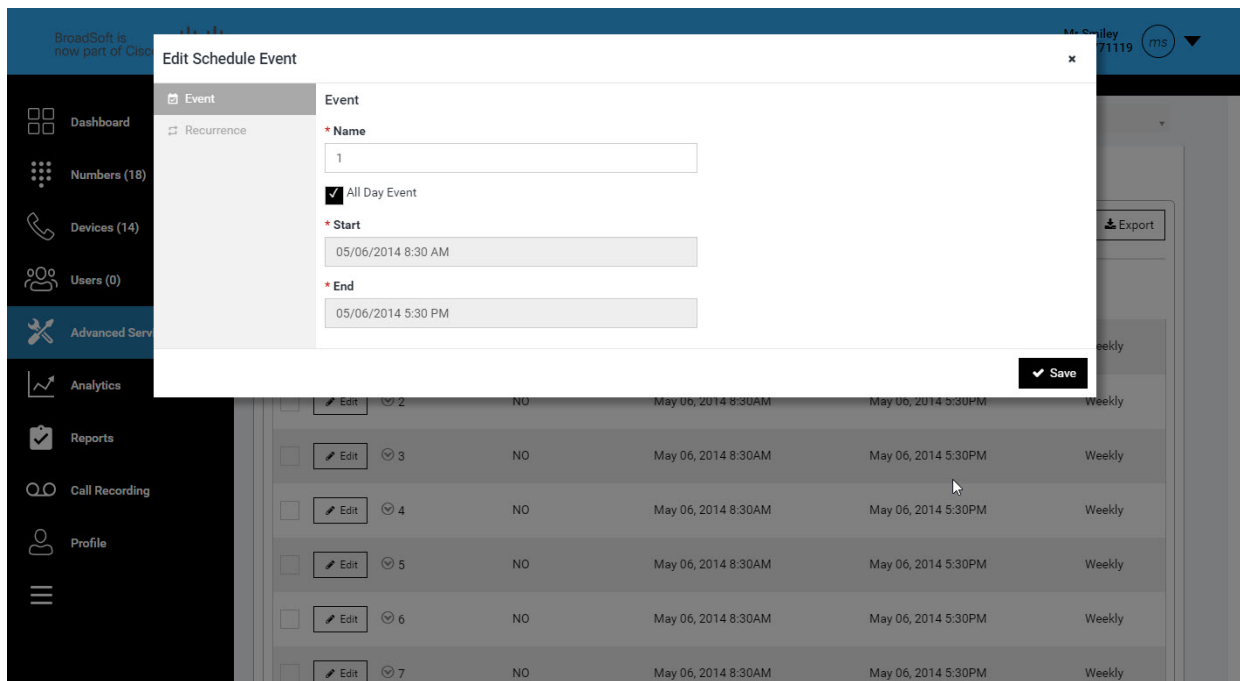
If the holiday schedule is assigned to the Auto Attendant service, callers will be routed to the After Hours settings on your Auto Attendant.

1. Log in to the admin portal.
2. From the Site dropdown, select your site.
3. Select the **Advanced Services** tab.
4. Select **Scheduling** under **Site Package Settings**.
5. Find the holiday schedule to modify and select **Edit**. Or, to add a new holiday schedule, select **Add**.



Click image for large view 

6. To modify an event, within your a Holiday Schedule, select **Edit**. Or, to add a new holiday event, select **Add**. The **Edit Schedule Event** window appears.



Click image for large view 

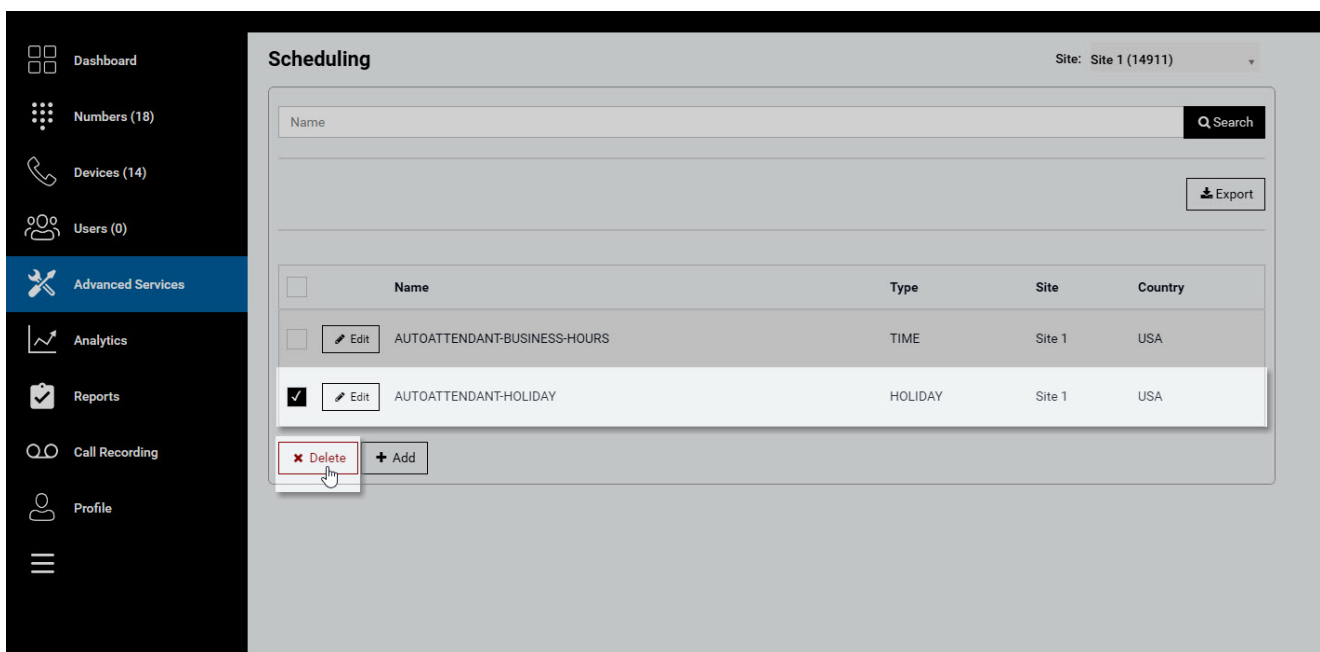
7. Modify where applicable:

- Edit the event name. This is typically the name of the holiday.
- Select **All day event** if this holiday requires your office to be closed all day.
- Modify the start date and the end date. If this is an all-day event, just select the start day.

- Modify the start time and end time for the event. If this is an all-day event, these options will not apply.
  - Select the recurrence pattern for this event by selecting the **Recurrence** tab.
    - Select the yearly recurrence for holidays.
    - Select **None** for an occasion outside of a holiday – perhaps a special event day at your office.
    - If yearly, select either the date of the holiday or the day of the month the recurrence will take place.
7. Select **Save** to save your changes.
8. Repeat steps for any remaining holiday's events on the schedule.

## Delete Time or Holiday Schedules

1. Log in to the admin portal.
2. From the Site dropdown, select your site.
3. Select **Scheduling** under **Site Package Settings**.
4. Select the schedule to delete.
5. Select **Delete**.



Click image for large view 

Copyright© 2018 Cisco Systems, Inc. All rights reserved.