

Getting Started

Schedules let you define business hours and can facilitate proper routing of inbound calls to your Telepo phone system. Schedules can be implemented on **Hunt Groups**, **IVR's**, **Auto Attendant's** and **ACD Groups**. The attached step-by-step guide will help you set up a schedule for the Christmas period.

Recording a Voice Prompt

First, let's set up our Christmas Greeting voice prompt. Click on **"Voice prompts"** under **"Organization"** Scroll all the way down to the bottom and click on **"New voice prompt"** Give your prompt a name. Please note the description needs to be completed as well.

You now have the ability to **"Import the file"** or **"Record the file"**. In this guide, we will look at recording a new prompt. Click on **"Pick"** to find the phone you wish to record the prompt on. Once recorded, it will take you back to the voice prompt and give you the option to **"Play"** or **"Edit"**.

Creating the Schedule

1.) To set up the schedule, go to **"Function numbers"** then click on **"Schedules"**. You will possibly see a few names listed. Click the relevant one - example: **"Main IVR"**.

Function numbers
Group inboxes
Hunt group numbers
IVR numbers
Number visualization
Rule based numbers
Schedules
Shared line numbers
Voicemail numbers

Name	Number
Mainline	+64 [REDACTED]
Night IVR	1504
Reception	1007

2.) To create a new event, click on the **"Add new schedule-event"**. Name the event. Set the dates you are closed. For **"Action"**, Select the relevant action. If **"Closed"**, we recommend selecting a prompt to play before ending the call. If forwarding to a mailbox or mobile, select **"Forward"**. A box will pop up allowing you to set it to the relevant Mailbox/destination.

Actions

- **Open** - Calls to this number will be forwarded if there is an available agent (business as usual).
- **Closed** - Calls to this number will be ended (Recommend to add a prompt explaining closure dates)
- **Forward** - Calls to this number will be forwarded to a number you can specify (Voicemail, mobile or another landline).