

# Did You Know?



SCOPSERV  
INTERNATIONAL INC.

Tips and Tricks about ScopTEL. Because Communication Matters!

## Schedules and Ringing Services

### Schedule management

Schedule management allows for the differential treatment of calls based on dates and times. Since the number of calendar elements is unlimited, it is possible to develop a finely tuned call handling policy.

### Examples of use

- For business closed greeting outside regular business hours or business days.
- For business closed greeting during Holiday.
- For any custom schedule according to your needs.

### Notes

- Schedules are objects that can be applied to Incoming Lines and Conferences.
- There is no limitation on the number of schedules that can be built. They allow incoming calls to be handled differently depending on time of day, weekdays or date.
- If an Incoming Line or Conference has no defined schedule it will use the default schedule (a 24 hour schedule always in effect).
- Schedules work only on a 24 hour period and do not span days:
  - A schedule with a start time of 5pm and a stop time of 9am triggers two schedules within the same 24 hour period.
  - The schedule is invoked once at 5pm and remains active until midnight.
  - The schedule is invoke once at midnight and remains active until 9am.
  - An additional schedule(s) would be needed to fill the void between 9am and 5pm to take priority over the default schedule.

### Examples of valid Scheduler objects

Search:	Description	From	To	Date	Weekday(s)	Day(s)	Month(s)	Tenant	✓
<input type="checkbox"/>	businessclosedweekdays	17:00	09:00	Empty	Friday Monday Thursday Tuesday Wednesday			default	✓
<input type="checkbox"/>	businessopenweekdays	09:00	17:00	Empty	Friday Monday Thursday Tuesday Wednesday			default	✓
<input type="checkbox"/>	christmasclosed	00:00	23:59	Empty			25 December	default	✓
<input type="checkbox"/>	closedweekends	00:00	23:59	Empty		Saturday Sunday		default	✓
<input type="checkbox"/>	default	Any Time	00:00	23:59	Empty			default	✓
<input type="checkbox"/>	default	Any Time	00:00	23:59	Empty			all	✓

### Example of a schedule applied to an Incoming Line

Lines Manager: Incoming Lines

Incoming Lines | Outgoing Lines | Emergency Lines | Special Lines | Banned Prefix | Ringing Services

Incoming Lines

General | Destination | Options | Security | Advanced Options | CallerID | DUNDI

Answer the Line ?  Default: True

Second(s) to wait before Answering the Line:  If you want to add 250ms of pause, set this value to 0.25. Set to 0 to disable.

Schedule:

Music On Hold:

Language:

Group ID (ChanSpr):

If defined, this allow to create 'ChanSpr' application that allow to spy all calls received on this Incoming Line.

Pickup Mark

This allow to set a custom extension that will be used to pickup a ringing channel.

Line ID (Ringing Service)

You can override destination using 'Ringing Service' Feature Code.

For complete documentation on **how to** set up schedules, click here <http://bit.ly/schedulemanagement>

## Ringing Services

You might also need to override your schedules or incoming line rules and set up predetermined destinations for unforeseen emergencies or early closures. This function is called Ringing Services and it uses a function code to modify the destination of an incoming line.

### Examples of use

- For a receptionist going on break or changing shifts.
- For an emergency situation which requires that lines are forwarded to an emergency greeting, to a business closed greeting or routed to an external phone number such as an answering service.
- When a system uses an automated schedule but needs to close early and enable an IVR menu.
- When the system does not use automated schedules and wants to manually toggle routes during the day between open and closed hours.

### Note

- It is possible to configure as many ring services as you want, with each ring service corresponding to a different destination.
- It is possible to assign the same line identifier to several incoming lines, thereby forwarding several lines simultaneously to a destination other than its normal route.
- This operation can be protected by a PIN to limit access to an authorized group.
- This function can be linked to Pre-programmed button on the user's phone extension.

## How to set up Ringing Services

Access your PBX; Lines > Ringing Services > Add a new Ringing Service

You will have to give each Ringing Service a unique numerical Ringing ID value and choose its Destination.

In the following example, the Destination is an after hours IVR menu called ivrclosed.

The screenshot displays the 'Ringing Services' configuration page. At the top, there is a navigation menu with icons for General, Configuration, Manager, Extensions, Lines, Interfaces, Virtual Fax, ACD, Applications, Provisioning, Audio, and Billing. Below this is a yellow warning bar: 'You must click on Commit button in order to apply Change.' The main heading is 'Lines Manager: Ringing Services'. There are several tabs: 'Incoming Lines', 'Outgoing Lines', 'Emergency Lines', 'Special Lines', 'Banned Prefix', and 'Ringing Services'. Under 'Ringing Services', there are two sub-tabs: 'General' and 'Destination'. The 'Destination' tab is selected. It shows two destination entries. 'Destination #1' has 'Destination [1]: Auto Attendant' and '\* Menu: ivrclosed'. 'Destination #2' has 'Destination [2]: None'. Red circles highlight the 'Destination' and '\* Menu' fields for Destination #1.

Click on the following link for more information on how to **configure your phone to monitor the on/off status of the Ringing Service**: <http://bit.ly/ringingservices>

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Our team of experts can help you! Contact us for more information or to find the reseller in your region.

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*ScopServ International Inc. recommends using the latest ScopTEL version available. Update your software to get all features.*