



OSSmosis 5 User Guide

Schedules

Schedules

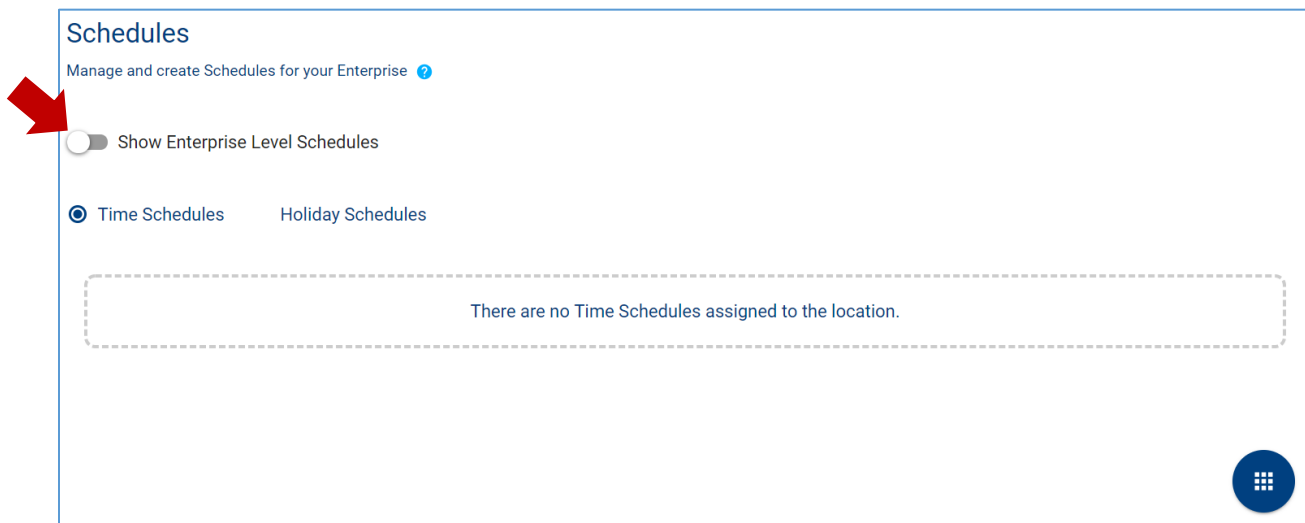
Schedules are used to establish when an organization is open or closed for business or available to take calls. They can be applied to various services (Auto Attendants, Hunt Groups, Call Center Queues, etc.) and eliminate the need for administrators to manually make these changes within the system.

This document provides details on the various schedules that are available, as well as how to add/modify/delete schedules within the OSSmosis 5 Administrator Portal.

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Schedule Home Page

Upon selecting the Schedule option from the Telephony Setup page, you will be routed to the following page.

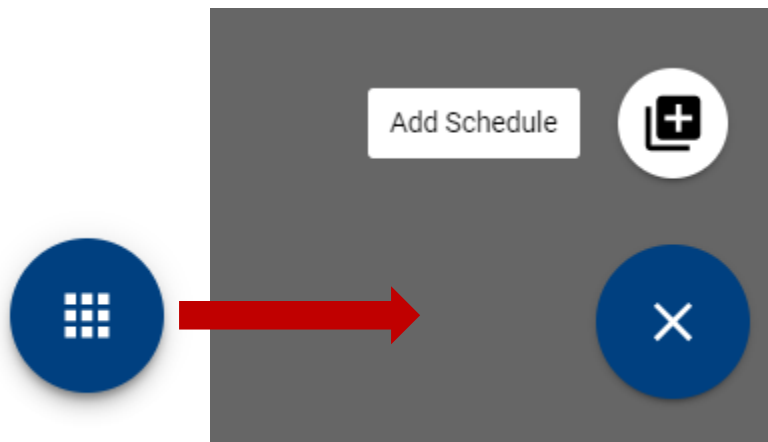


The default view on this page will show the schedules that have been set up at a Group Level. You will have the ability to switch over to see all schedules for the entire Enterprise by using the toggle in the upper left-hand corner.

NOTE: If schedules were created during your initial implementation by your project manager, they will be shown under the Time or Holiday Schedules. If you are setting up a schedule for the first time, your screen will look the same as the one above.

Adding a New Schedule

To create a new schedule for your organization, click on the “Options” icon in the bottom right hand corner of the page and select “Add Schedule”.



Upon selecting the Add Schedule option, you will be able to create a new schedule.

Add new Schedule

Create a new schedule. ?

Name **1** 0/40

Level **2** Enterprise Group

Type **3** Business Hours After Hours Holiday

Details **4**


Sunday

Monday

Tuesday

Wednesday

Thursday



The general settings for creating a new schedule are as follows:

1. **Name** – Choose a name that will be easily identifiable so you can reference it on other screens.
2. **Level** – Decide whether this schedule will be available at an Enterprise or Group level.
3. **Type** – Will this be a Business Hour, After Hour or Holiday schedule?
4. **Details** – This will be where you indicate which days are included in the schedule.

Schedule Types

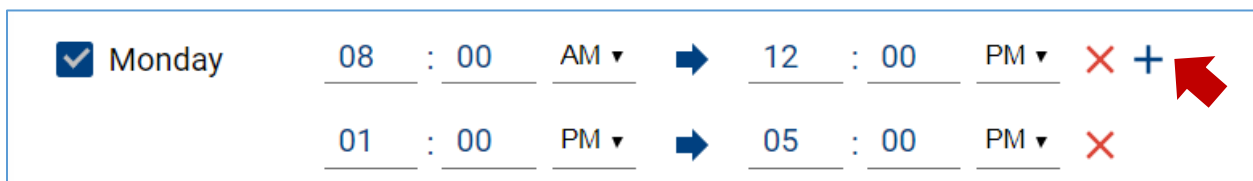
Business Hours

Typically, when creating a business hours schedule, it will be for the same day. When selecting days for your schedules you will see the following default settings.



You will need to update the start and end times to meet your organization’s needs and click “Save” from the Options icon.

NOTE: There may be a situation where you want to close the office an hour for lunch. To account for this time, you can click on the plus button “+” on the top row which will add a second line for the given day.



In the example above, the office will be closed from 12 p.m. – 1 p.m. Calls will be handled according to your after-hours call flow.

After Hours

Unlike business hours, your after-hours schedules usually consist of periods of time that span multiple days, whether it’s overnight or over a weekend. When selecting this type of schedule, the default settings will look slightly different.

You will first need to add entries individually into the Details section.

Details

[ADD SCHEDULE ENTRY](#)

Once your entry is visible, the default settings will look as follows.

Start Day	Start Time	End Day	End Time
Monday	05 : 00 PM	Tuesday	08 : 00 AM

Please make sure that all days are accounted for on the schedule.

In the example below, after-hours runs from 5 p.m. in the evening to 8 a.m. the next morning. The office is closed over the weekend, so the final entry (Friday @ 5 p.m. to Monday @ 8 a.m.) will cover Saturday and Sunday.

Start Day	Start Time	End Day	End Time
Monday	05 : 00 PM	Tuesday	08 : 00 AM
Tuesday	05 : 00 PM	Wednesday	08 : 00 AM
Wednesday	05 : 00 PM	Thursday	08 : 00 AM
Thursday	05 : 00 PM	Friday	08 : 00 AM
Friday	05 : 00 PM	Monday	08 : 00 AM

Holiday

The third schedule type deals with holidays. Unlike business and after-hours, this schedule will be based on specific dates. You will have the option to enter as many holidays as your organization observes, while determining whether the holiday will last all day OR over the course of several days, based on the holiday. The holiday schedule will supersede your existing business and after-hours schedules during those specific periods of time.

Details

Holiday Name	Start Date					
<u>Memorial Day</u>	<u>5/27/2019</u>	✕	📅	<u>12</u>	: <u>00</u>	AM ▾ ✕
<input checked="" type="checkbox"/> All Day Event	End Date					
	<u>5/27/2019</u>	✕	📅	<u>12</u>	: <u>00</u>	AM ▾
Holiday Name	Start Date					
<u>New Year's Day Holiday</u>	<u>1/1/2019</u>	✕	📅	<u>12</u>	: <u>00</u>	AM ▾ ✕
<input checked="" type="checkbox"/> All Day Event	End Date					
	<u>1/1/2019</u>	✕	📅	<u>12</u>	: <u>00</u>	AM ▾

Edit a Schedule

Regardless of which schedule type you create, you will have the ability to edit them all. Click on the Options icon across from the desired schedule and select the “Edit Schedule” option.



Your edit may involve simply changing the name of the schedule (1), so it is easier to select from a drop-down list, or adjusting the start or end time for a day of the week (2).

Name: Business Hours Schedule 1 23/40

Level: Enterprise Group Business Hours After Hours Holiday

Type: 2

Details

- Sunday
- Monday 08 : 00 AM → 05 : 00 PM ✕ +
- Tuesday 08 : 00 AM → 05 : 00 PM ✕ +
- Wednesday 08 : 00 AM → 05 : 00 PM ✕ +
- Thursday 08 : 00 AM → 05 : 00 PM ✕ +
- Friday 08 : 00 AM → 05 : 00 PM ✕ +

After all edits are made, click on the Actions button to save your updates.

Deleting a Schedule

Just as with edits, you will be able to delete a schedule from your account by clicking on the Options icon across from the desired schedule and selecting the “Delete” option.

Business Hours Schedule

Edit Schedule

Delete

After selecting Delete, you will receive a pop-up box asking you to confirm the selected schedule. Click “Delete” again and the schedule will be removed.

Delete Group Schedule

Delete Group Schedule "Business Hours Schedule".

Warning: This Group Schedule will no longer exist.

Are you sure you want to delete the Group Schedule "Business Hours Schedule" ?

CANCEL DELETE