

New Time Profile operation in IPO R9.1.

Create Time Profile as before, adding a name and schedules based on your needs

Time Profile: Business Hours

Days: Monday-Friday

Schedules: 08:00-11:30 + 12:00-16:00

The screenshot shows the 'Business Hours' configuration window. The 'Name' field is set to 'Business Hours'. The 'Override' section has four radio buttons: 'Active Until Next Timed Inactive', 'Inactive Until Next Timed Active', 'Latch Active', and 'Latch Inactive'. The 'Time Entry List' table shows two entries: 08:00 to 11:30 on Monday to Friday, and 12:00 to 16:00 on Monday to Friday. The 'Recurrence pattern' section shows 'Start Time' as 08:00, 'End Time' as 11:30, and days checked for Monday through Friday.

Start Time	End Time	Recurrence
08:00	11:30	Monday To Friday
12:00	16:00	Monday To Friday

Recurrence pattern
Start Time
08:00
End Time
11:30
<input checked="" type="checkbox"/> Monday
<input checked="" type="checkbox"/> Tuesday
<input checked="" type="checkbox"/> Wednesday
<input checked="" type="checkbox"/> Thursday
<input checked="" type="checkbox"/> Friday
<input type="checkbox"/> Saturday
<input type="checkbox"/> Sunday

New Override Options:

There are four new options available, only one of them can be active at the time.

They can be triggered either by *User Short Codes*, *System Short Codes* or directly in *Manager*.

If none of them are active, the *Override* checkbox will be empty.

This checkbox cannot be checked, but you can uncheck it to clean up any boxes below.

When accessing the configuration, you will see the current setting.

These are not necessarily the same as when you last saved it, as users may have altered them.

If any of these settings are changed by user interaction or time profile while configuring the IPO, the new settings will not be reversed, unless you made any changes to that particular setting, when sending back the new configuration.

Hunt Group Fallback

It Time Profile is used, manually setting Night Service is not possible

The left screenshot shows the 'Collective Group Sales: 200*' configuration window with the 'Day Service Time Profile' set to 'Business Hours'. The 'Night Service Destination' is '201 SalesNight' and the 'Out Of Service Destination' is '202 SalesOOS'. The 'Mode' section has 'Controlled by Time Profile' selected. The right screenshot shows the same window with 'Day Service Time Profile' set to '<None>'. The 'Night Service Destination' is '201 SalesNight' and the 'Out Of Service Destination' is '202 SalesOOS'. The 'Mode' section has 'In Service' selected.

Group	Queuing	Overflow	Fallback	Voicemail	Voice Recording	Announcements
Day Service Time Profile			Business Hours			
Night Service Destination			201 SalesNight			
Out Of Service Destination			202 SalesOOS			
Mode			<input checked="" type="radio"/> Controlled by Time Profile			
			<input type="radio"/> Out Of Service			

Group	Queuing	Overflow	Fallback	Voicemail	Voice Recording	Announcements
Day Service Time Profile			<None>			
Night Service Destination			201 SalesNight			
Out Of Service Destination			202 SalesOOS			
Mode			<input checked="" type="radio"/> In Service			
			<input type="radio"/> Night Service			
			<input type="radio"/> Out Of Service			

How they work:

(Using the time schedule above)

Active until next Timed inactive -> Applies Operational Mode until the end time of next schedule.

When this command is sent at:

07:00 -> HG stays operational till 11:30

09:10 -> No change

16:01 Friday -> Stays open til Monday 11:30

Inactive until next Timed Active -> Applies Night Service until the start time of next schedule.

When Command is sent at:

07:00 -> No change

09:10 -> Night Service until 12:00

15:01 Tuesday -> Night Service until 08:00 Wednesday

Latch Active -> Immediately applies Operational Mode. (Survives a reboot)

This can only be changed with appropriate Short Codes* or Manager

Latch Inactive -> Immediately applies Night Service. (Survives a reboot)

This can only be changed with appropriate Short Codes* or Manager






Timed Operation -> Resets any of the above, regular time schedule is reinstated.

* Night Service button/Short Codes has no effect, but Out of Service will override the *Override*.

Short Codes

These Short Codes has to be programmed manually for each Time Profile.

If the name of the Time Profile is later changed, the Short Code will automatically be updated with the new name.

 #95	Business Hours	Set Time Profile to Timed Operation
 #96	Business Hours	Set Time Profile Active till next Inactive
 #97	Business Hours	Set Time Profile Inactive till next Active
 #98	Business Hours	Set Time Profile to Latched Active
 #99	Business Hours	Set Time Profile to Latched Inactive

Kind regards

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