

# **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**".

lome	Services	Organization	User administration	New voice prompt					
		Barring groups		Name of the prompt (e.g. "welcome"):					
lome		Billing information		End of year break					
About		Calendar connectors		Describe the contents of the prompt (e.g. "Welcome to the C					
		Device locations		Thank you for calling Digital Island. We're currently on our end of year					
My Profile		License usage							
		Locale							
		Mobile number pool Number ranges Number type classification		This prompt will be saved as the default prompt. You can add					
							Organization li	mits	File selection
							Organization W	Vizard	Import the file
		Presence short	cuts	Select this option if you want to import a file from your local f					
		Presence state	s	Descendable file					
		SMS provider SMTP mail server		Select this option if you want to record the file by having the s					
					Voice prompts		Cancel		

# 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".

2.) To create a new event, click on the "Add new scheduleevent". 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.

# Function numbers Nam Group inboxes Nam Hunt group numbers MainI IVR numbers MainI Number visualization Night Schedules Recept Shared line numbers Voicemail numbers

Name	Number	
Mainline	+64	
Night IVR	1504	
Reception	1007	



### 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).