Setting up
“Handle a Call Based on the Time or Day”

Soft Seat

Log into Commportal

You will have to set a schedule in order to put together a set of rules that would apply to that time frame. To do so, go to the “Weekly Schedule” tab.

If this is your first time setting this up you have the option to start with ‘An example schedule that you can customize’ or ‘A blank schedule’ (shown on the right).
Click “Add New Period” and name the period you are creating. Once satisfied clicked ‘OK’. You are able to repeat these steps for up to 3 periods.

Click on the times you would like to make the rules apply for each period. To change from one period to another click on the period under ‘Periods’. For this example I have chosen Working Hours, Non-Working Hours, and Weekend. You are able to break down the time periods by 15 and 30 minute intervals by clicking ‘Zoom in’.

Once satisfied, click “Apply”. You will now need to set up rules that will be used for these specific times of day. Go to the “Rules” tab.
Click “Add New Set of Rules”. Enter the name of the rules you would like to create. Then click ‘OK’.

Click “Edit” if you would like these rules to be something different than the default of ringing your phone. For this example we will have calls forward to another line during Non-Working hours.

Select the “forward to:” option and input the number you would like to have the incoming calls forwarded to during this time frame.
Once satisfied, click 'Finish' then click 'Apply'.

You are then able to set rules for the other time periods as well by following the same steps. For this example I have chosen my calls to be sent to voice-mail during the 'Weekend' period.

You will now need to set which rules are used for which time period. Go to the “Summary” tab.
Select “Handle depending on the time or day” under 'When I receive a call'.

From here you are able to drop down the menus to toggle which rules are to be used for which times.

Once satisfied, click 'Apply'.

If there are days, such as holidays, that will fall within the normal business days rule that may be considered the Weekend or Non-Working hours, you are able to set “Special Days” and decide which rules will be followed for those days.

To set special days, go to the “Special Days” tab.
From here you are able to select days that are considered to fall outside the normal schedule. These days will highlight in blue when selected. You are able to add Public Holidays if needed. Once satisfied, click “Apply”. To set the rules that are going to be used on these days, go back to the “Summary” tab.

Under 'Handle depending on the time or day' find ‘On Special Days use my _____ rules’. From here you are able to use the drop down to decide which rules are used at that time.

Once satisfied, click “Apply”