Setting up "Handle a Call Based on the Time or Day"- Executive Seat

Log into Commportal
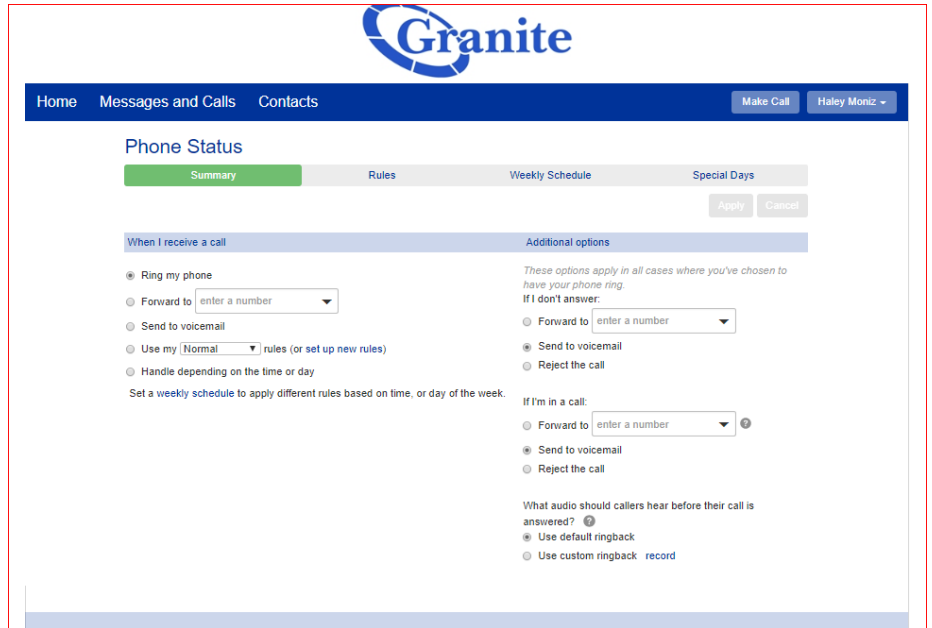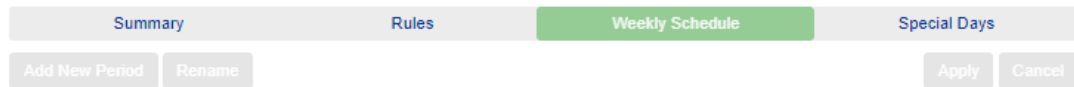
You will have to set a schedule in order to put together a set of rule that would apply to that time frame. To do so, go to the "Weekly Schedule" tab.

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.

Choose a name for this new period.

For example, you might choose "Lunch" or "Working Hours".

Name: Working Hours

OK   Cancel

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'.

Periods (max 3)

| | Mon | Tue | Wed | Thu | Fri | Sat | Sun |

Non-Working Hours ✖
Weekend ✖
Working Hours ✖

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.

Phone Status

Summary | Rules | Weekly Schedule | Special Days

Add New Set of Rules   Rename   Apply   Cancel

Rules give you advanced options for handling incoming calls. You can choose which set of rules is active from the Summary tab.

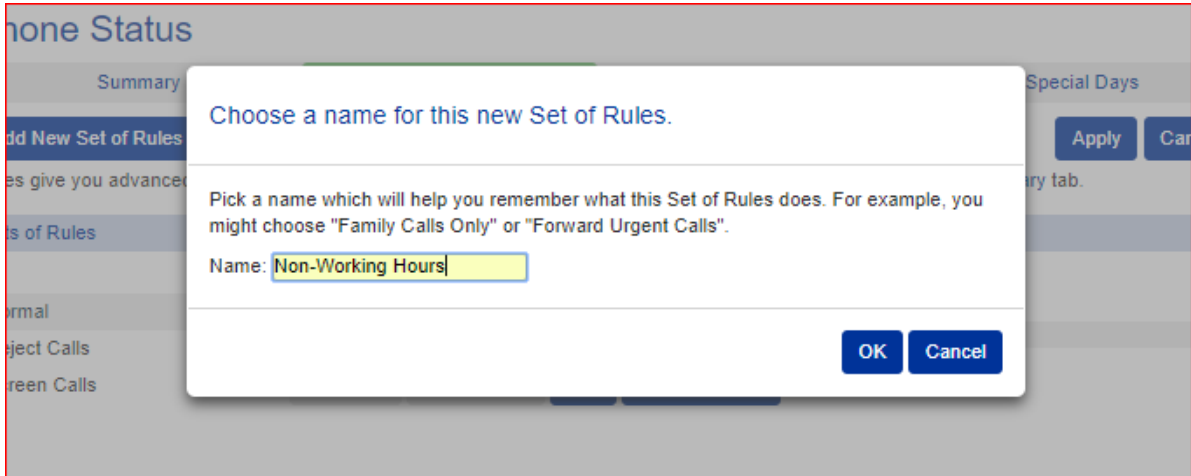Sets of Rules   Screen Calls

Normal   When I receive a call from an anonymous number, ask the caller to say their name before I accept   ✖
Reject Calls ✖   the call
Screen Calls ✖   Default: The call will ring your phone using the Standard Ringtone
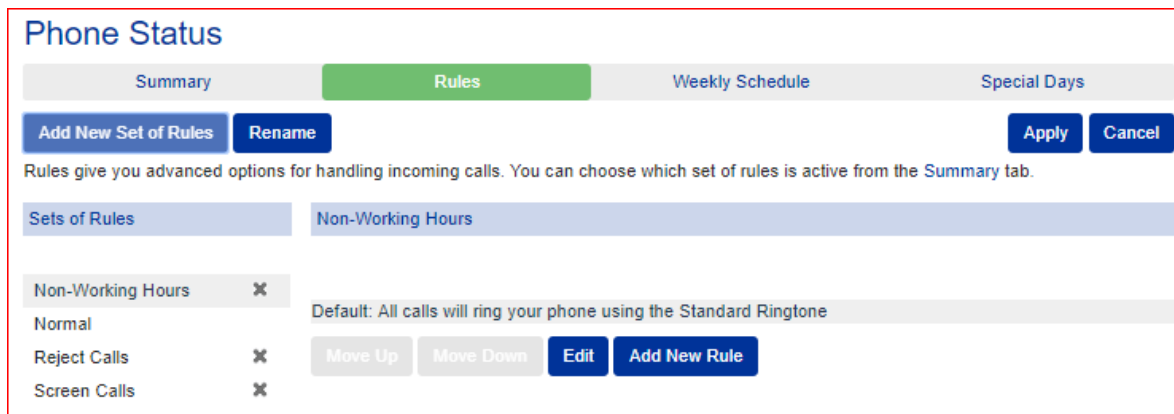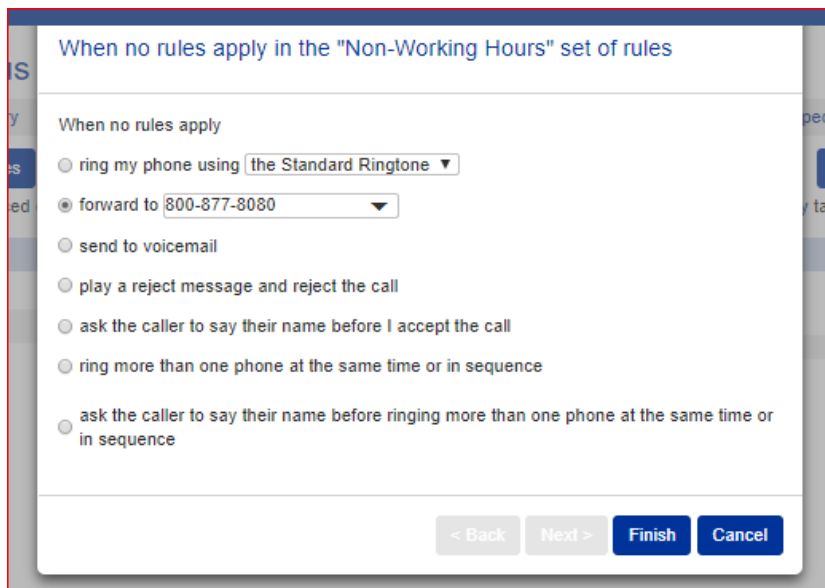
                                 Move Up   Move Down   Edit   Add New Rule

Click "Add New Set of Rules".
Enter the name of the rules you would like to create.
Then click 'OK'.

Choose a name for this new Set of Rules.

Pick a name which will help you remember what this Set of Rules does. For example, you might choose "Family Calls Only" or "Forward Urgent Calls".

Name: Non-Working Hours

OK   Cancel

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.

Phone Status

| Summary | Rules | Weekly Schedule | Special Days |

Add New Set of Rules   Rename   Apply   Cancel

Rules give you advanced options for handling incoming calls. You can choose which set of rules is active from the Summary tab.

| Sets of Rules | Non-Working Hours |

Non-Working Hours ✖
Normal
Reject Calls ✖   Default: All calls will ring your phone using the Standard Ringtone
Screen Calls ✖

Move Up   Move Down   Edit   Add New Rule

Select the "forward to:" option and input the number you would like to have the incoming calls forwarded to during this time frame.

When no rules apply in the "Non-Working Hours" set of rules

When no rules apply

○ ring my phone using the Standard Ringtone ▼

● forward to 800-877-8080 ▼

○ send to voicemail

○ play a reject message and reject the call

○ ask the caller to say their name before I accept the call

○ ring more than one phone at the same time or in sequence

○ ask the caller to say their name before ringing more than one phone at the same time or in sequence

< Back   Next >   Finish   Cancel

Once satisfied, click 'Finish' then click 'Apply'.

Phone Status

Summary	Rules	Weekly Schedule	Special Days

Add New Set of Rules   Rename   Apply   Cancel

Rules give you advanced options for handling incoming calls. You can choose which set of rules is active from the Summary tab.

Sets of Rules	Non-Working Hours

Non-Working Hours ✖
Normal
Reject Calls ✖

Default: All calls will be forwarded to (800) 877 8080

Move Up   Move Down   Edit   Add New Rule

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.

Phone Status

Summary	Rules	Weekly Schedule	Special Days

Add New Set of Rules   Rename   Apply   Cancel

Rules give you advanced options for handling incoming calls. You can choose which set of rules is active from the Summary tab.

Sets of Rules	Weekend

Non-Working Hours ✖
Normal
Weekend ✖
Working Hours ✖

Default: All calls will be sent to voicemail

Move Up   Move Down   Edit   Add New Rule

You will now need to set which rules are used for which time period. Go to the "Summary" tab.

Phone Status

Summary	Rules	Weekly Schedule	Special Days

Apply   Cancel

When I receive a call	Additional options

◉ Ring my phone
○ Forward to (401) 595 1069
○ Send to voicemail
○ Use my Normal ▼ rules (or set up new rules)
○ Handle depending on the time or day

These options apply in all cases where you've chosen to have your phone ring.
If I don't answer:
○ Forward to enter a number ▼
◉ Send to voicemail
○ Reject the call

If I'm in a call:
○ Forward to enter a number ▼ ?
◉ Send to voicemail
○ Reject the call

What audio should callers hear before their call is answered? ?
◉ Use default ringback
○ Use custom ringback   record

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"