Cisco Small Business

SBCS

Technical Enablement Lab (TEL)

Dynamically (manual) Adjustment to Auto Attendant TOD Schedule

Contents

Introduction

Night Service has a set schedule for when it should start and end (one per day), and can be toggled on/off with a star code you define from authorized phones you define, but its limited to 4 extensions and cannot be used for the auto attendant extension explicitly. BACD extensions are also not included as eligible for NS explicitly.

The Automated Attendant 'Schedule' on the other hand is capable of a very granular open or closed schedule (30 minute granularity and multiple increments throughout the day), but it does not have a star code or soft key 'toggle' capability to manually override this TOD schedule. So the basic AA can answer with either the open greeting (with specific menu actions) or closed greeting (with specific menu actions).

But with the creative help of some Cisco start - Kerry Gregg, Anthony Yeung, and Frank Lindsay we have a way to accomplish this manual override allowing the end customer to adjust the active AA at any time of the day, regardless of schedule. Further, this can be extended to BACD which doesn't have the ability to switch between two different BACD groups based on schedule either!

Basically, you have the ingress DID mapping an ephone-dn (a real or floating extension even better) that has Call Forward All to the "Open" AA (or BACD), with NS call-forward to a second "Closed" AA (or BACD) for after hours. And since you can now control that extension with NS, the 'toggle' will work.

It is documented here as an enablement lab to be performed with CCA 3.0.

Configuration

I am going to show screen shots for the AA model but with some modification you can apply this to BACD.

We need to define a schedule for each of the two AAs. In this example AA extension 401 will use the 'Were_here' schedule which has all boxes all day checked, so the Open menu actions and greeting will always play.
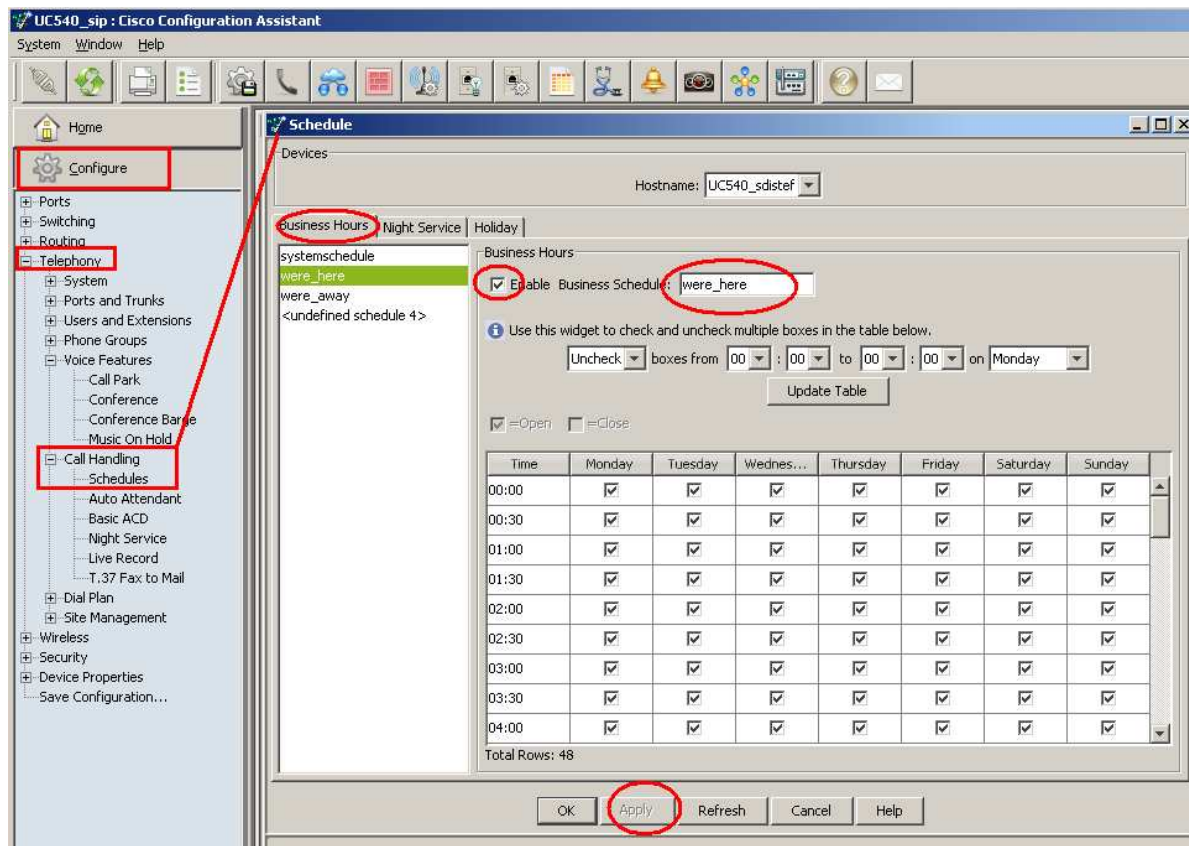
We will have the second AA with extension 402 use the "were_away" schedule which has all boxes unchecked forcing the Closed menu and greeting to always play.
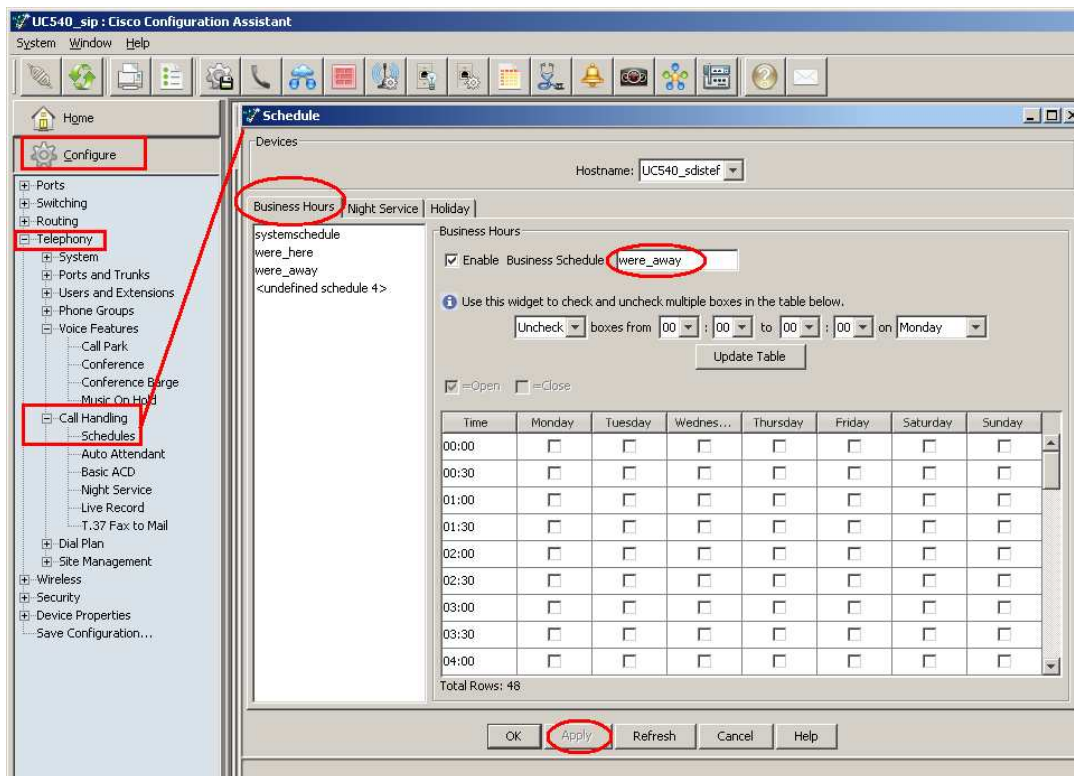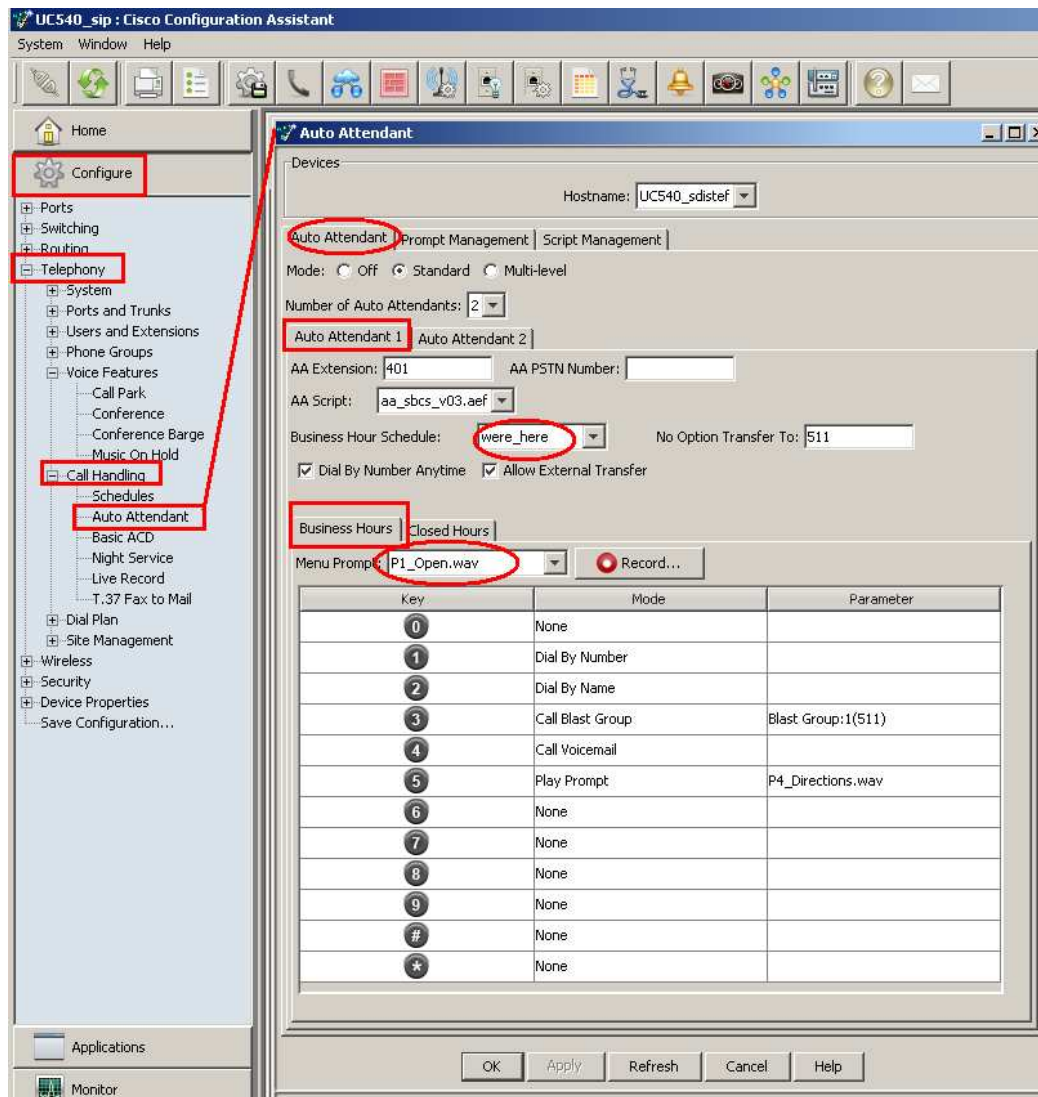
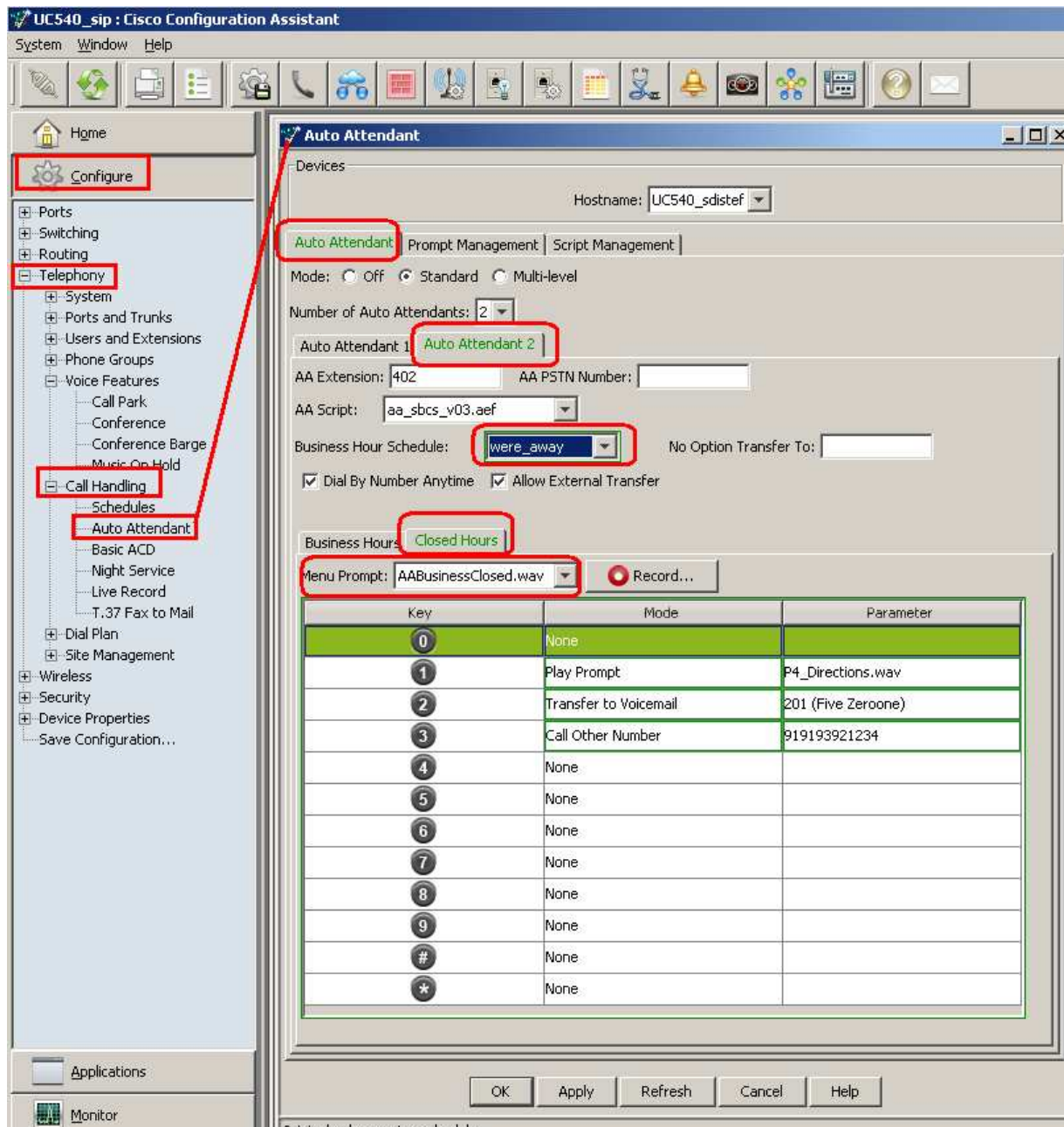**Build the NS Schedule as a best practice, most usual schedule as a default.**
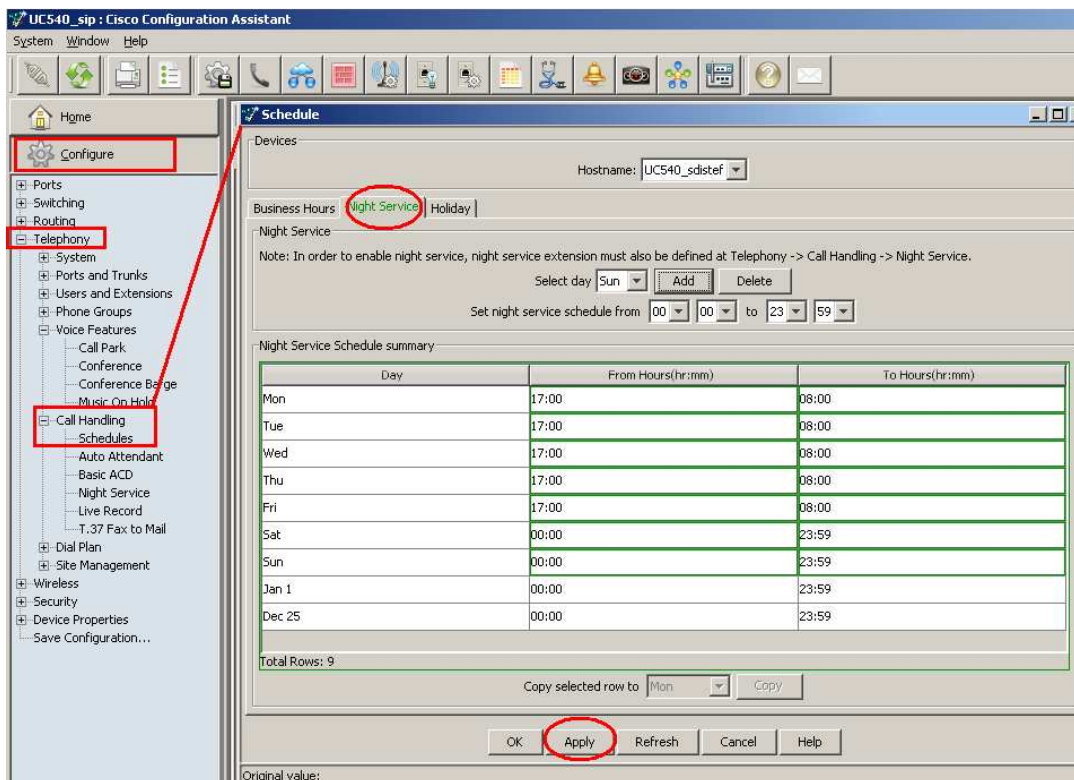
Now assign the two AAs (401 and 402) with greetings, schedules, and prompt actions.

Not that for 401, you don't need to complete the CLOSED Hours tab since its always open.
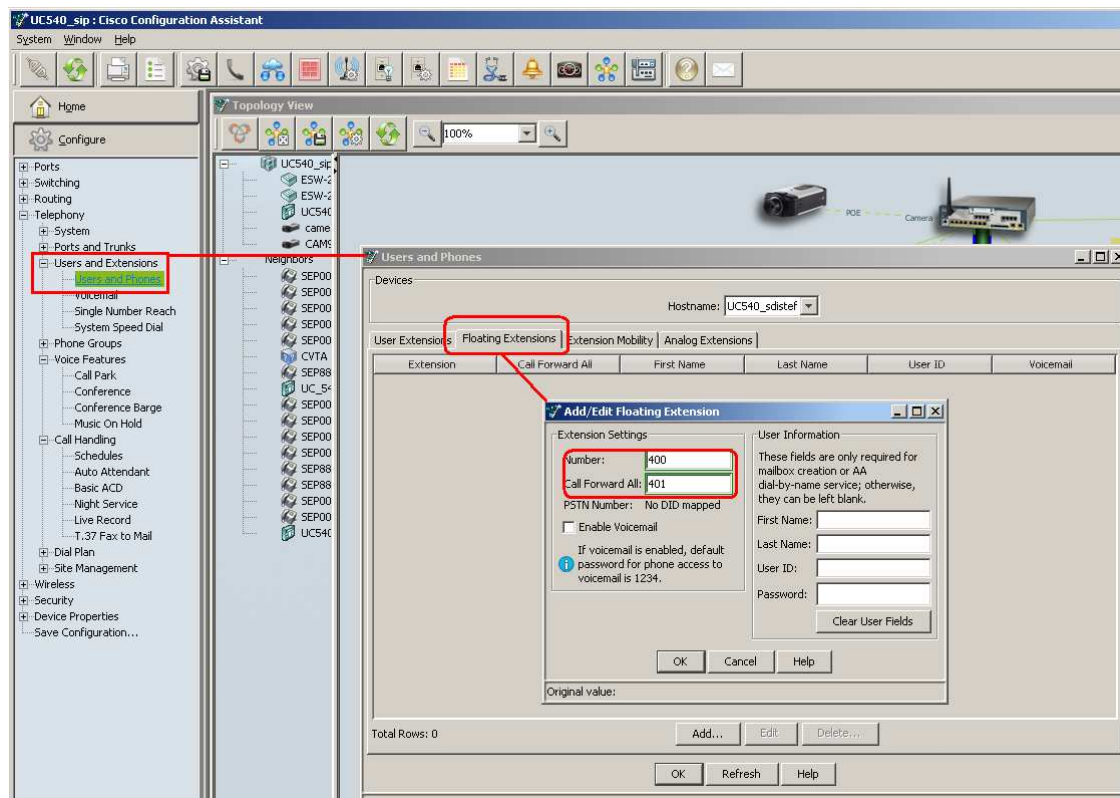

Now look at AA 402, where you don't need to define the Business Hours tab, since its always closed.

Now its time to link it all together. This was Anthony's idea to incorporate floating extension.

Configure a 'floating extension' (400) with (401) as your CFW ALL destination, which is the daytime AA (we're here).
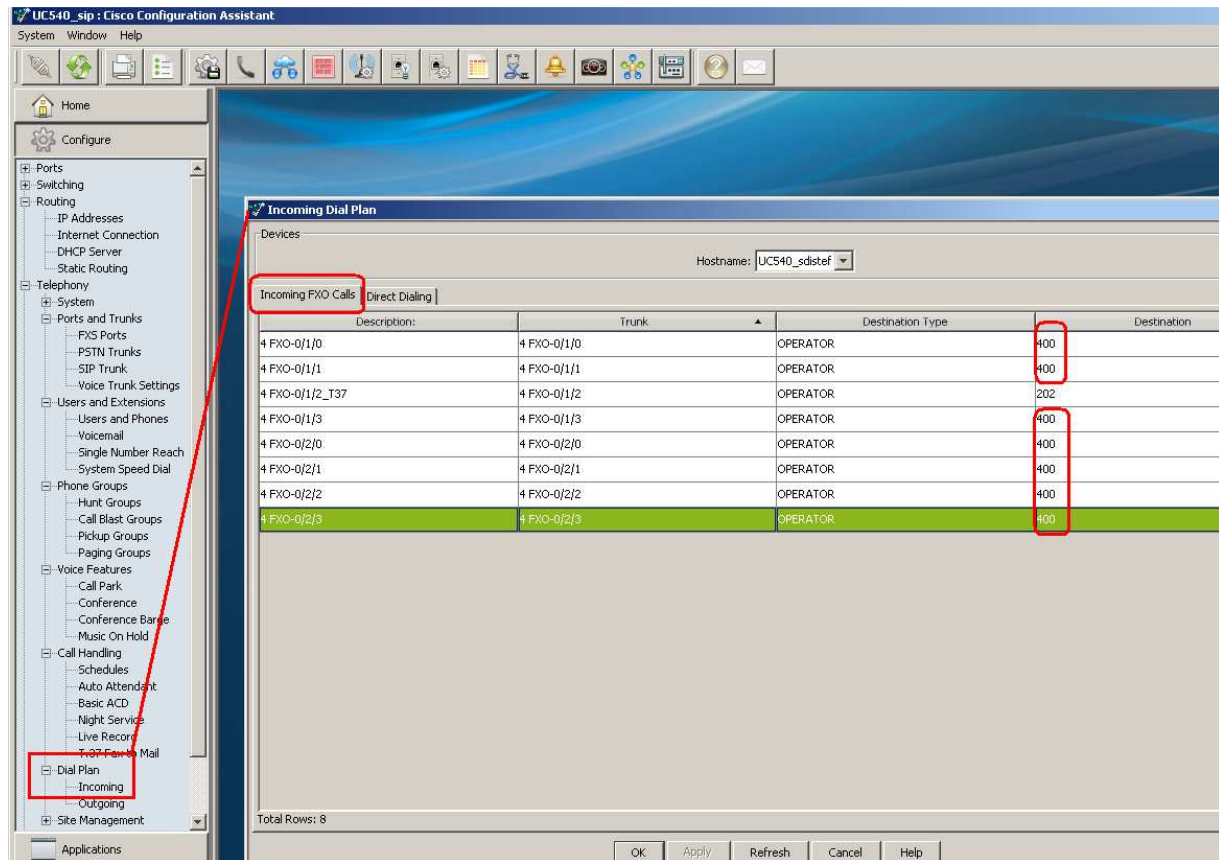
Configure night-service with your pilot floating extension 400 whith Call Forwarding to 402, which is the Always CLOSED AA according to the we're away schedule.

Notice I also added the *299 as my toggle code.
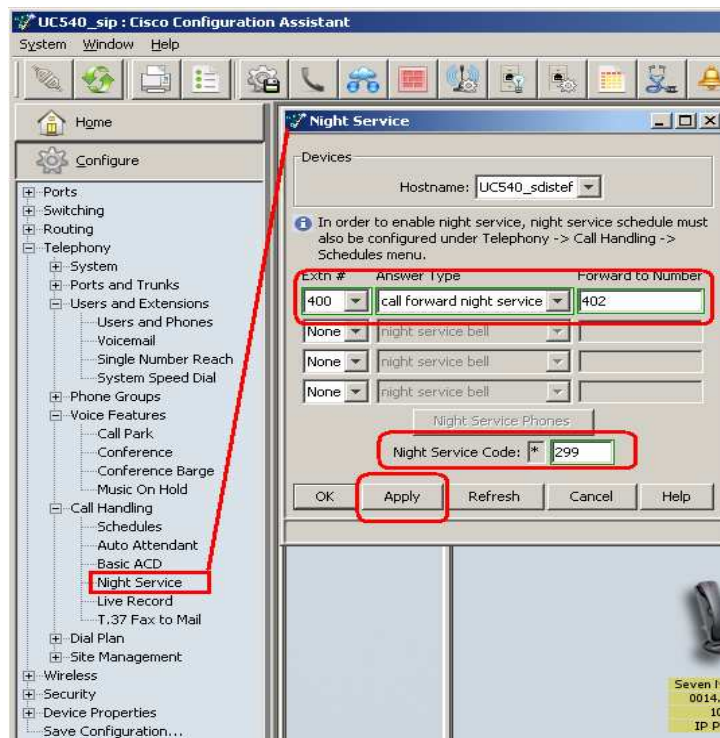
Now tie your DID on your PRI or SIP trunk or FXO to the 400 extension.

This should allow you to have a default NS schedule and then NS toggle code to override it.

https://supportforums.cisco.com/docs/DOC-9836