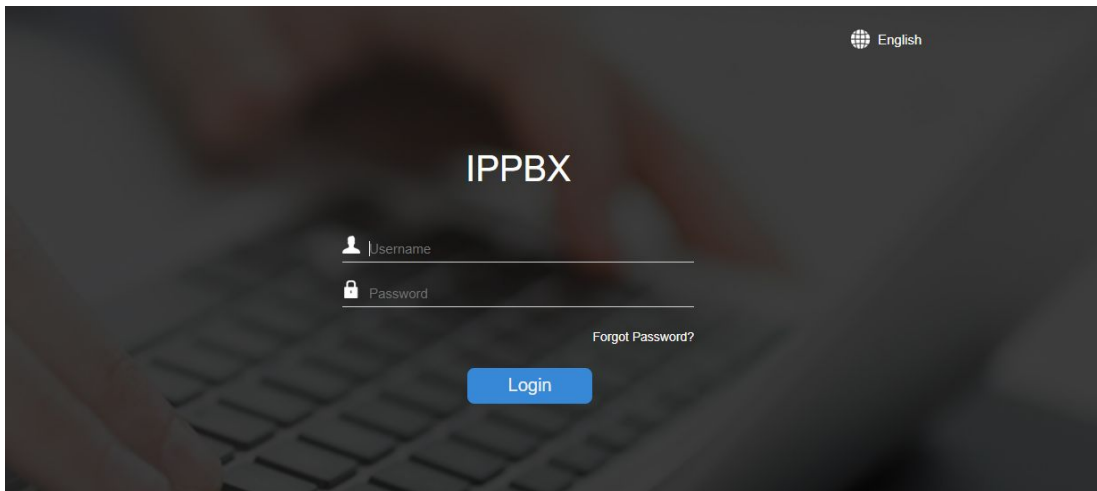


How to set up a QB system to process Incoming Call Control differently during a holiday period.
In this setup you will define the range of days you want for the holiday, define the holiday call flow and the voice prompts callers will hear.

Where Do I Do This?

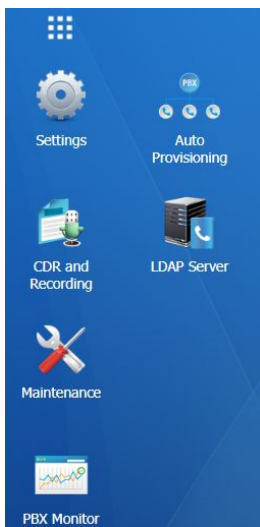
The setup for Holiday Greetings and Incoming Call Control is done in your XBLUE QB Administrator Web Portal. Begin by entering the local IP Address of your QB system into the address bar of a web browser (i.e. Google Chrome) that will bring up an Administrator login screen. Enter the Administrator login name and password to gain access to the QB Administrator Web Portal.



Step 1: Record a Personalized Voice Prompt for the Holiday.

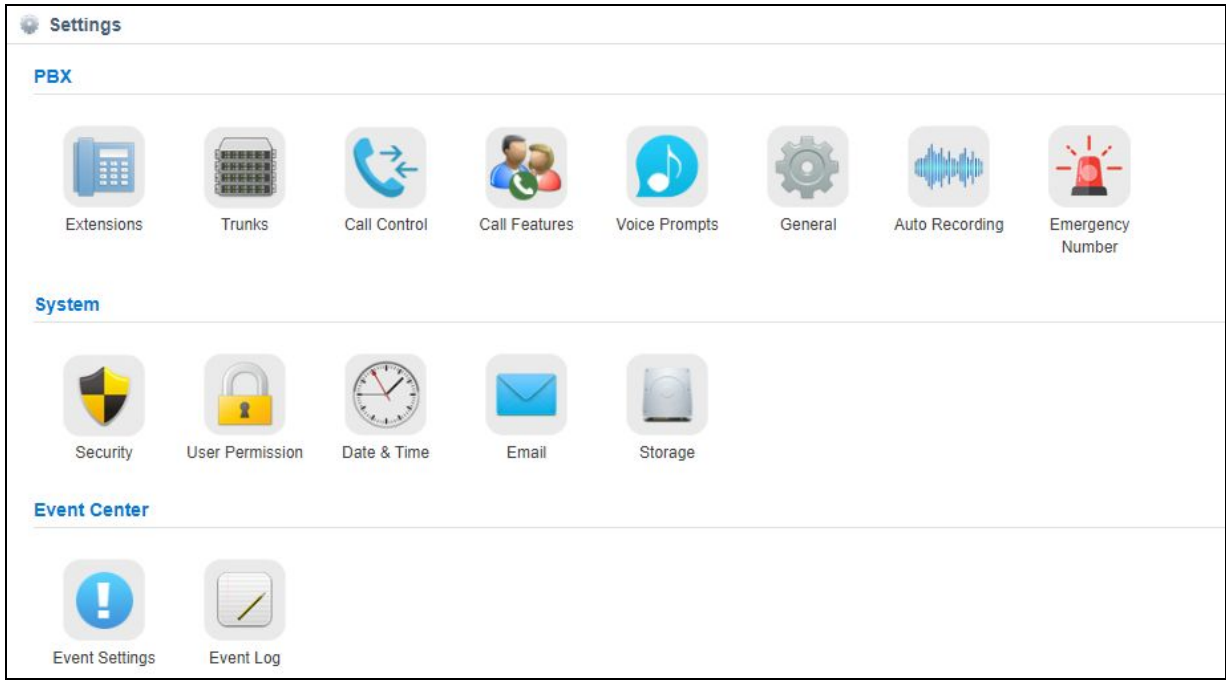
If you want to use the pre-recorded QB_Holiday_Generic or one you have previously recorded, skip this step and go to **Step 2**, otherwise follow these instructions to record a personalized prompt for the Holiday.

From the first screen Select **Settings**

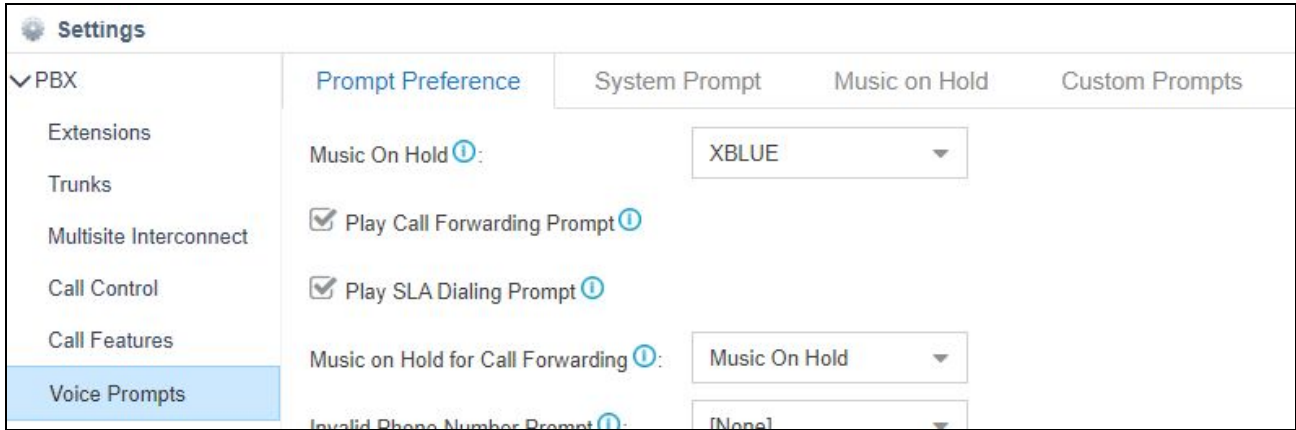




From the PBX screen select **Voice Prompts**



Click on **Custom Prompts** on the far right in the menu bar.



This will bring up a list of pre-recorded system prompts and any you have previously recorded.

Settings

▼ PBX

Extensions

Trunks

Multisite Interconnect

Call Control

Call Features

Voice Prompts

Prompt PreferenceSystem PromptMusic on HoldCustom Prompts

Record NewUploadDelete

☐	Name	Record	Play	Download	Delete
☐	QB_Day_Generic				
☐	QB_Holiday_Generic				
☐	QB_Night_Generic				

Click the **Record New** button and give your new Voice Prompt a name i.e. NewYear in this example. Make sure that the extension is correct as this is the extension that will ring giving you an opportunity to record the new prompt. Press the **Record** button when ready to receive a call from the system and begin your recording. The extension on the Record New Prompt will now ring. Answer the extension when it rings and follow the instructions.

Record New Prompt

Name ⓘ

Extension ⓘ

NewYear

101 - richard

Record

Cancel

Settings

▼ PBX

Extensions

Trunks

Multisite Interconnect

Call Control

Call Features

Voice Prompts

Prompt PreferenceSystem PromptMusic on HoldCustom Prompts

Record NewUploadDelete

☐	Name	Record	Play	Download	Delete
☐	NewYear				
☐	QB_Day_Generic				
☐	QB_Holiday_Generic				



You should find your new recording on the list. Press PLAY to play it back and Press RECORD to Re-record the prompt until you are happy with the prompt you have recorded. Next year when the same Holiday comes around you can choose to skip this step or re-record by selecting the PLAY and RECORD buttons.

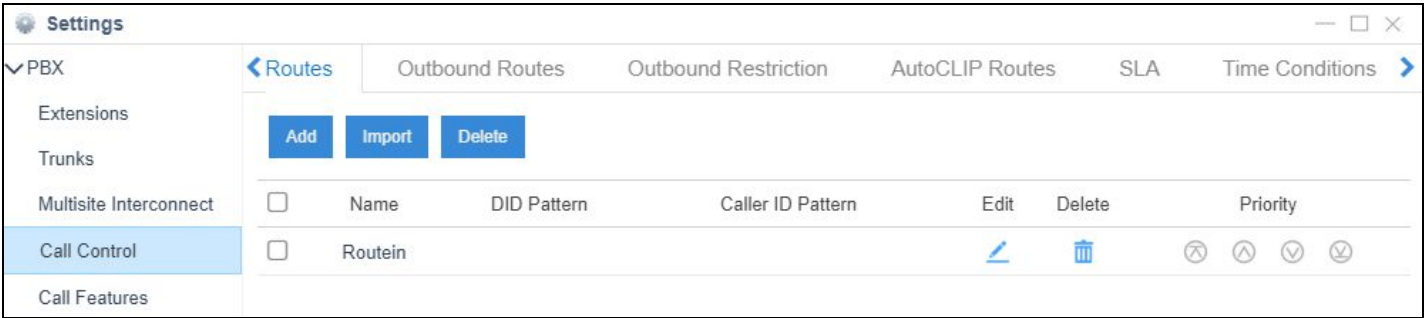
Step 2: Create a Holiday Record and Define Holiday Date Ranges

From the PBX screen select **Call Control** or from the main **Settings** Screen click on the Call Control icon

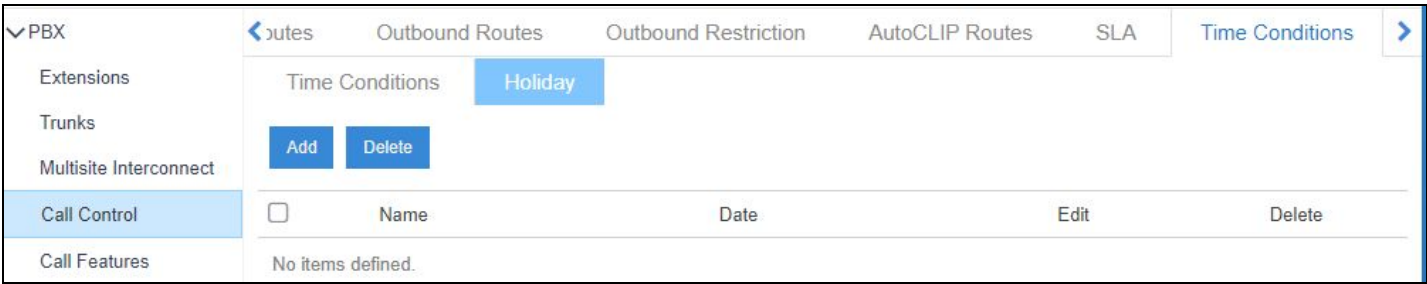


On the menu options across the top navigate to the right using the  until **Time Conditions** appears

Click on **Time Conditions**



Change from **Time Conditions** to **Holiday** by clicking on **Holiday**



In this example there are no Holidays setup yet.

Select **Add** on the **Holiday** screen

Create your holiday record on the **Add Holiday** screen and define the Date ranges.

FAQ - XBLUE QB System Holiday Setup



Page 5 of 12

Add Holiday

Name ⓘ:

Type ⓘ:

☒ By Date

☐ By Month

☐ By Week

Start Date:

Please select 

End Date:

Please select 

(in this example we will use New Year's Day, January 1, 2020)

Create your **Holiday** entry

Name must have no spaces -

Select type **By Date**

01/01/2020 is the holiday, normal operations will resume at normal start of business the day following.

Create an entry for New Years Day

Add Holiday

Name ⓘ:

NewYear

Type ⓘ:

☒ By Date

☐ By Month

☐ By Week

Start Date:

2020-01-01 

End Date:

2020-01-01| 

Scroll to the bottom and press the **Save** button

Save

Cancel

Time ranges for the Holiday are set up in the following step.

Step 3: Create Time Conditions for the Holiday

Switch from **Holiday** to **Time Condition** by clicking on **Time Condition**



Time Conditions

Holiday

Add

Delete

☐	Name	Time	Days of Week	Month	Day	Edit	Delete
☐	Workday	08:00-17:00	Workday				

Add a **Time Condition** record -- Click **ADD**

Voice prompts and call flow will be handled as normal for the remainder of the day before the holiday after normal closing hours and the day you return to work will be handled as normal early morning call handling. Enter the name of the Holiday, Start Time 00:00 and End Time 23:59 and check the day(s) of the week that is the Holiday.

Add Time Condition

Name ⓘ:

NewYear

Time:

00 ▾

:

00 ▾

--

23 ▾

:

59 ▾



Days of Week:

☐ All

☐ Sunday

☐ Monday

☐ Tuesday

☒ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

Advanced Options ⓘ:

☐

Scroll to the bottom and press the **Save** button

Save

Cancel

Step 4: Add Options for your Inbound Route for the Holiday

Scroll to the left using the  and select **Inbound Route**

Scroll down and select the route that handles all of your inbound call routing giving it a checkmark 
In this example it is named **RouteIn** - (your inbound route may have a different name)

<

Inbound Routes

Outbound Routes

Outbound Restriction

AutoCLIP Routes

SLA

Time >

Add

Import

Delete

☐	Name	DID Pattern	Caller ID Pattern	Edit	Delete	Priority
☒	Routein					

Then click the edit pencil 

Scroll down until you see **Enable Time Condition**

If it does not have a check mark in the **Enable Time Condition** check box it will look similar to this:

☐ Enable Time Condition ⓘ

Destination ⓘ:

IVR

XBLUEWelcome

Distinctive Ringtone ⓘ:

LineRinging

Hovering over the information icon ⓘ following **Enable Time Condition** displays the following information to help you understand this setting better.

Decide if you want to route incoming calls based on Time Condition.

- If disabled, all calls will be routed to the Destination.
- If enabled, you can route calls to different destinations at different times. Calls that do not match the time periods will be routed to Other Time destination. The system will assign each Time Condition with a feature code, so you can use this code to force change of destination of a Time Condition and restore to its original destination

Click on the box before the **Enable Time Condition**

☒ Enable Time Condition ⓘ

A **Feature Code** will be assigned to each **Time Condition** -- *800 - *802 for example

If no Time Conditions have been previously set it will appear like below:

☒ Enable Time Condition ⓘ (Reset:*800) +

Overwritten	Time Condition	Destination	Feature Code	Delete	Priority
	Workday ▼	Ring Grou ▼	AllRing ▼	*802	⬆ ⬆ ⬆
	[Other Time]	Ring Grou ▼	AllRing ▼	*801	⬆ ⬆ ⬆

See information above for more detail about these **Feature Codes**.

At the end of the **Enable Time Condition** line press the +

This will bring up a new a new Time Condition Entry with a new Feature Code

Overwritten	Time Condition	Destination	Feature Code	Delete	Priority
	Workday ▼	Hang up ▼		*806	⬆ ⬆ ⬆
	Workday ▼	Hang up ▼		*802	⬆ ⬆ ⬆
	[Other Time]	Ring Grou ▼	AllRing ▼	*801	⬆ ⬆ ⬆

On the time Condition **Workday just added**, use the drop down menu to select the **[NewYear]** entry that has been created in previous steps.

From the **Destination** box use the drop down and select **[IVR]** (*Interactive Voice announcement and Response*)

Use the drop down menu in the 3rd column to select **[New]**.

This will bring up the below **Add IVR** screen.

Add IVR

Basic

Key Press Event

Number ⓘ:

6504

Name ⓘ:

6504

Prompt ⓘ:

[Default] ▼

+

Prompt Repeat Count ⓘ:

3 ▼

Response Timeout (s) ⓘ:

3 ▼

Digit Timeout (s) ⓘ:

3 ▼

☐ Dial Extensions ⓘ

☐ Dial Outbound Routes ⓘ

☐ Dial to Check Voicemail ⓘ

Add IVR:

(in this example we are using NewYear)

The Name field will be assigned a 6500 code.

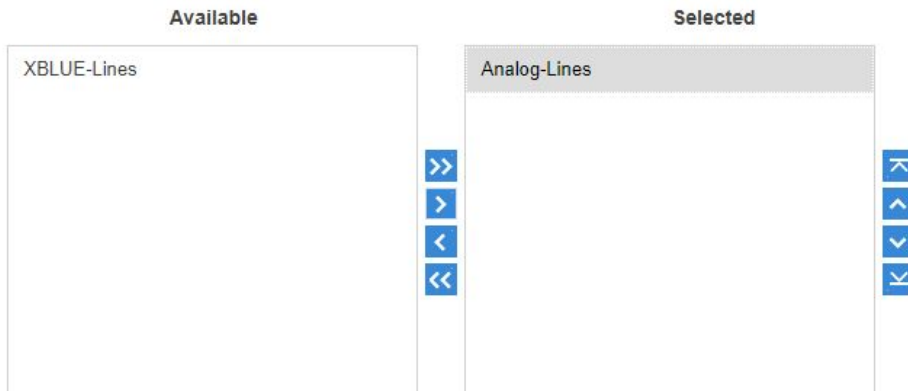
Prompt: use the drop down menu and select one of your pre-recorded entries or one of the pre-loaded generic Holiday, Day or Night Greetings.

NOTE: If you wish to have your own custom prompt it needs to be recorded prior to this step as described in Step 1. Our example used NewYear.

☒ Dial Extensions ⓘ Check this box -- to allow callers to dial Extensions directly during the Holiday Greeting

☒ Dial Outbound Routes ⓘ Check this box -- to allow the callers to dial using Outbound Routes during the Holiday Greeting Then select which routes you want to allow users to access and make available during this holiday.

After checking to allow using **Outbound Routes** during the Holiday the following will pop up allowing you to select which routes you want to make available during this Holiday period.

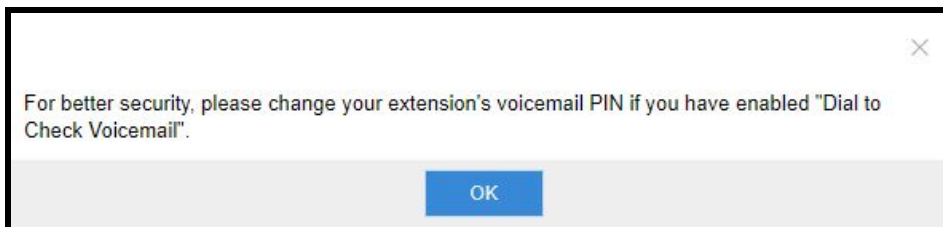


In the above example Analog-Lines was clicked on and highlighted to indicate which route in the Available Section to move and then moved to the selected Section by clicking on the 

Clicking on the  will move all routes to the Selected Section making all routes available for use during the holiday period.

☒ **Dial to Check Voicemail** ⓘ Check this box -- to allow the callers/users to dial “*02” to check VM during the Holiday Greeting

The following message will pop up to encourage you to change your VM Pins.



Click on OK to acknowledge you have read the warning.

You should now have a screen that looks like the following screen.

Basic

Key Press Event

Number ⓘ:

6507

Name ⓘ:

6507

Prompt ⓘ:

NewYear ▾

+

Prompt Repeat Count ⓘ:

3 ▾

Response Timeout (s) ⓘ:

3 ▾

Digit Timeout (s) ⓘ:

3 ▾

☒ Dial Extensions ⓘ

☐ Dial Branches' Extensions if Multisite Interconnect is enabled ⓘ

☒ Dial Outbound Routes ⓘ

Available

XBLUE-Lines

Selected

Analog-Lines

>>

>

<

<<

⏮

⏭

⏪

⏩

☒ Dial to Check Voicemail ⓘ

Scroll to the bottom and press **Save**

Save

Cancel

You will now have an entry looking like the following, if it is not at the top of the list, move the new **Holiday** setting to the top of the Priority List (using the Priority up arrow ) on the right of the NewYear entry

Overwritten	Time Condition	Destination	Feature Code	Delete	Priority
	NewYear ▼	IVR ▼	NewYear ▼	*802 	  

Scroll to the bottom and press **Save**

Save

Cancel

NOTE: Before logging out remember to Press the orange  button in the top right of the main display to apply all the changes just made. It is a good idea to press the apply button any time you see it appear as it will save all your previous work and save you from having to redo it if you get logged out if you have been idle too long.