



WESTCOAST CLOUD VOICE  
powered by Blueface



# TIME OF DAY

Version 1 – updated: Monday, March 9th, 2020

# TIME OF DAY

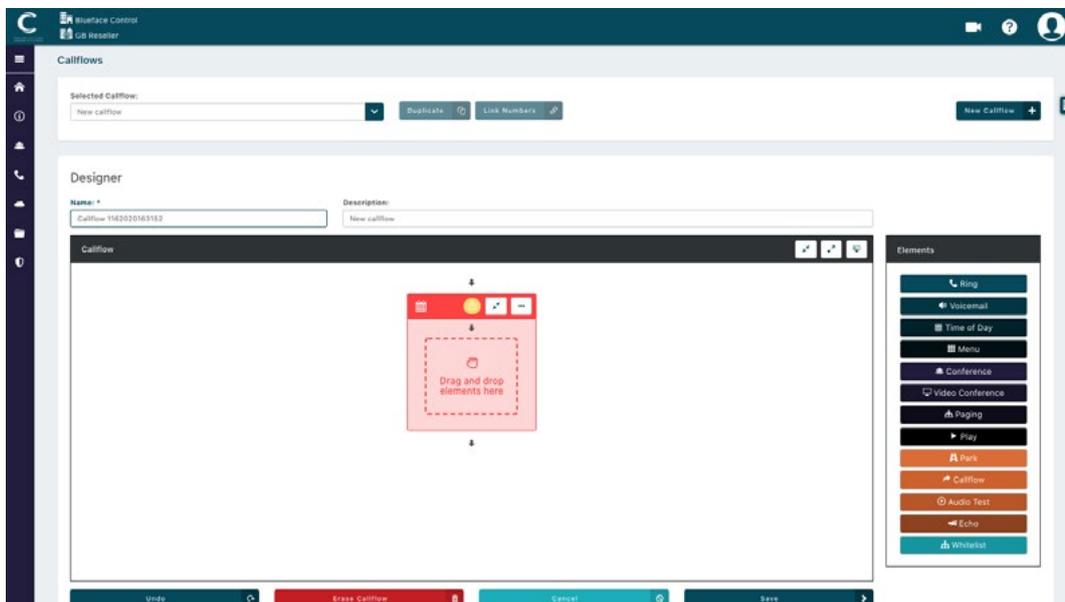
Time of day (ToD) allows you to control the rules around when and how your calls are directed within or outside your usual business hours. It is also possible to customise any of your callflows with the ToP application. ToD allows you to change your call logic based on:

- Standard operating hours
- Time of day
- Months
- Days of the week
- Days of the month
- Days of the year

Selecting **'Options'** will reveal localised public holiday settings.

## CONFIGURING A ToD CALLFLOW

Open the callflow section of the portal (Phone > Callflows) and click on the **'Create New Callflow'** button. Drag the **'Time of Day'** element from the right-side list into the callflow designer.



Begin by clicking on the '...' in the top right corner of the ToD element, followed by 'Settings' – this will populate the ToD element settings.

**Time of Day Element Settings**

Time  Days of the week  Months  Days of the month

From: 08:30 To: 17:30

00:00 03:00 06:00 09:00 12:00 15:00 18:00 21:00 23:59

**This element needs at least one condition activated for each set of conditions**

- A** Begin by checking the 'Time' box to activate the time option, once you have done so you can then drag the blue grab-handles denoted by a large circle to set the start and end time of your business hours (using the keyboard arrow keys will increase and decrease the time in five-minute increments).

**Time of Day Element Settings**

Time  Days of the week  Months  Days of the month

From: 08:30 To: 17:30

00:00 03:00 06:00 09:00 12:00 15:00 18:00 21:00 23:59

*This configuration applies everyday from 08:30 to 17:30, public holidays included*

- B** Once you have set your business hours, move onto the **'Days of the week'** tab by checking the box. Check boxes beside the days to set conditions.

The screenshot shows a dialog box titled "Time of Day Element Settings" with a close button (X) in the top right corner. It features a horizontal menu with five tabs: "Time", "Days of the week", "Months", "Days of the month", and "Options". The "Days of the week" tab is selected and highlighted in black. Below the tabs, there are seven buttons representing the days of the week: "Mon", "Tue", "Wed", "Thu", "Fri", "Sat", and "Sun". The "Mon" through "Fri" buttons have checkmarks, while "Sat" and "Sun" do not. At the bottom of the dialog, there is a summary line: "This configuration applies on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays from 08:30 to 17:30, public holidays included". To the right of this line is a button labeled "Add condition set +". At the very bottom are "Cancel" and "Ok ✓" buttons.

- C** Once you are satisfied you have set the correct time and days which apply to your business, click on **'Ok ✓'** to save and return to the callflow designer.
- D** Click **'Add condition set +'** to apply another ToD rule within the same setting.

**EXAMPLE**  
Monday to Thursday (8:30–17:30) Friday (08:30–17:00)

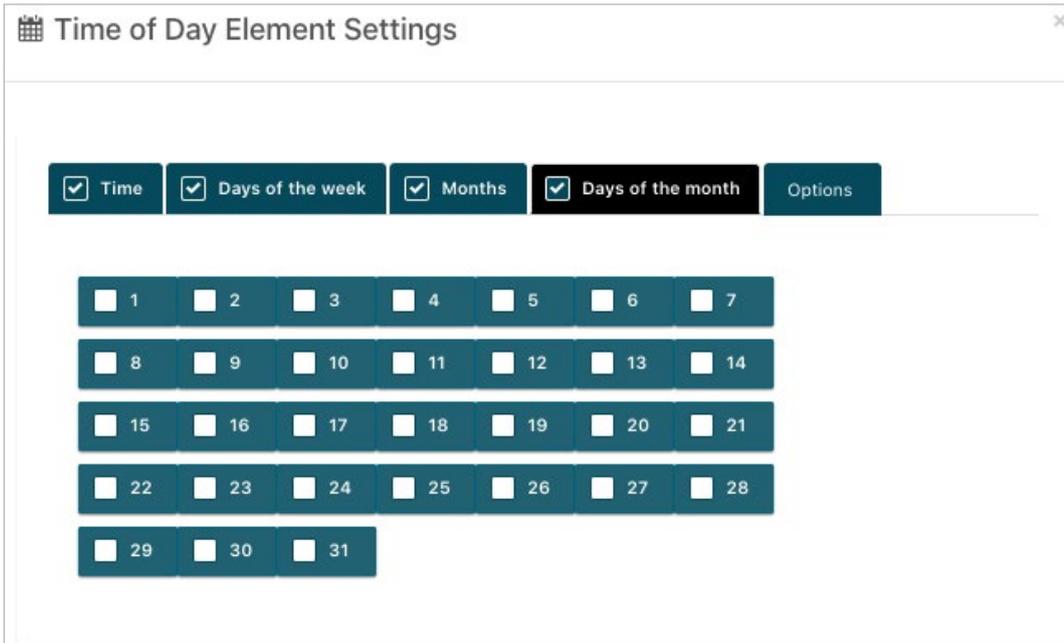
- E** The **'i'** icon near the bottom provides a quick summary of the rules that you've set.

*i This configuration applies on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays from 08:30 to 17:30, public holidays included*

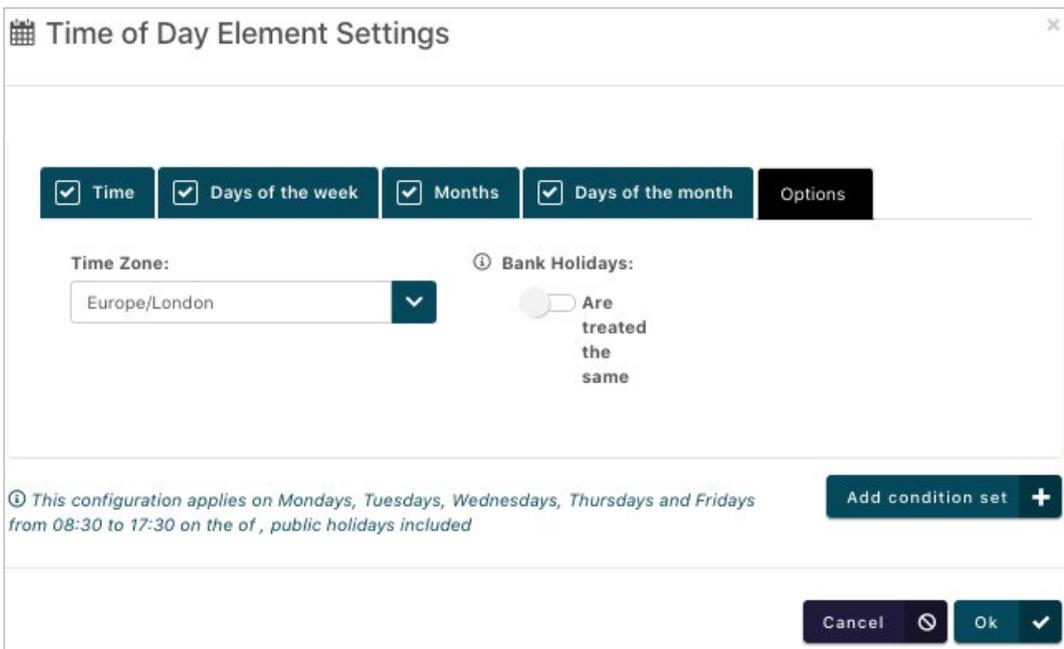
Clicking **'Months'** below allows you to set specific ToD ruling for specific months.

The screenshot shows the same "Time of Day Element Settings" dialog box, but now the "Months" tab is selected and highlighted in black. The "Days of the week" tab is no longer selected. Below the tabs, there are two rows of buttons representing the months: "Jan", "Feb", "Mar", "Apr", "May", "Jun" in the first row, and "Jul", "Aug", "Sep", "Oct", "Nov", "Dec" in the second row. All month buttons have unchecked checkboxes. The summary line at the bottom now reads: "This configuration applies on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays from 08:30 to 17:30 in , public holidays included". The "Add condition set +" button and the "Cancel" and "Ok ✓" buttons remain at the bottom.

Users can also set specific ToD conditions for 'Days of the month'.

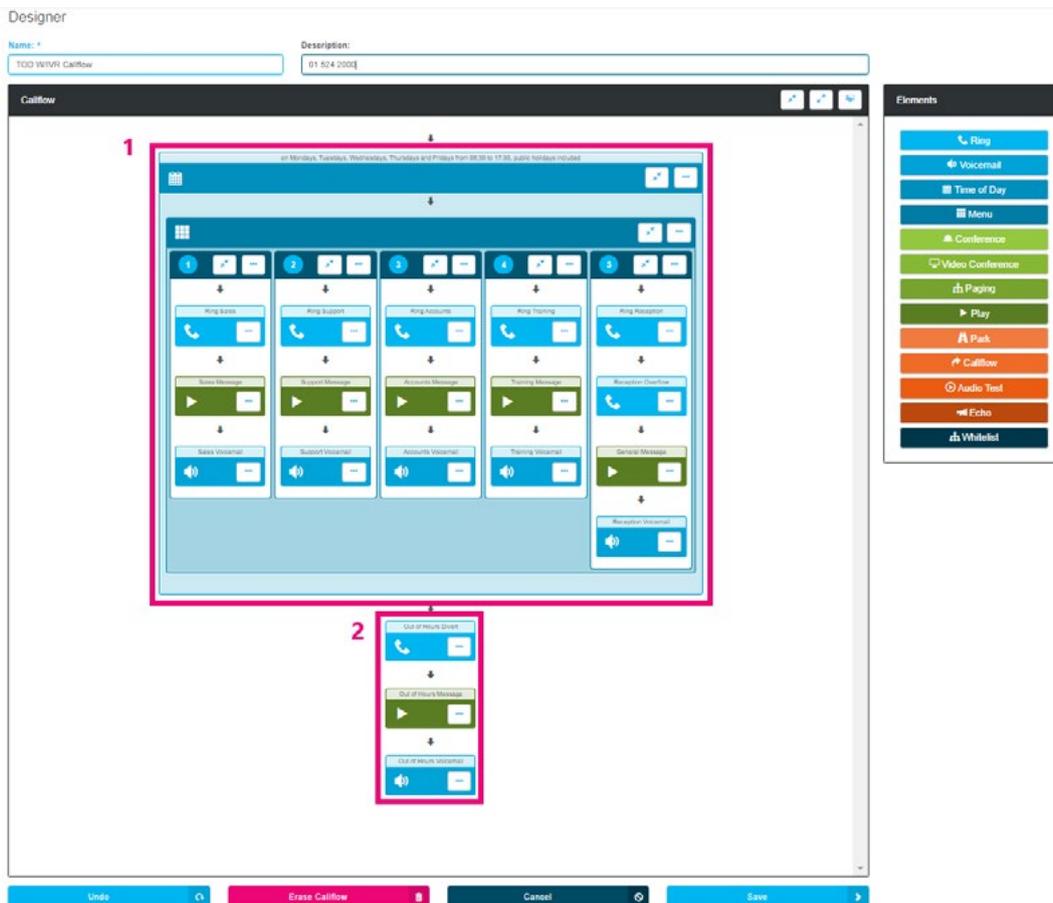


Clicking 'Options' below allows you to apply ToD to region-specific public holidays, meaning the system will automatically send calls to your outside-of-hours rule on public holidays.



Once you have configured the ToD rule settings to your actual business hours, use the other elements to build out your callflow to your business needs.

Below is a simple ToD rule which contains a menu, ring, play and voicemail elements. As you can see below, box 1 is adhering to your 'in' hours set using the ToD rules and box 2 is your out-of-hours logic linked to the number.





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## USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email:  
**[admin@westcoastcloud.co.uk](mailto:admin@westcoastcloud.co.uk)**

For sales info: **[voice@westcoastcloud.co.uk](mailto:voice@westcoastcloud.co.uk)**,  
or support: **[support@westcoastcloud.co.uk](mailto:support@westcoastcloud.co.uk)**