

Time Frames

Switchvox can operate differently based on the date, day, and time. You can set up IVR Menus and Call Rules to check the Time Frames, and then act accordingly.

There are several predefined time frames that you can use:

Business Hours, Outside Business Hours, and Weekends Only.

You can modify or delete these time frames or create new ones.

Important:

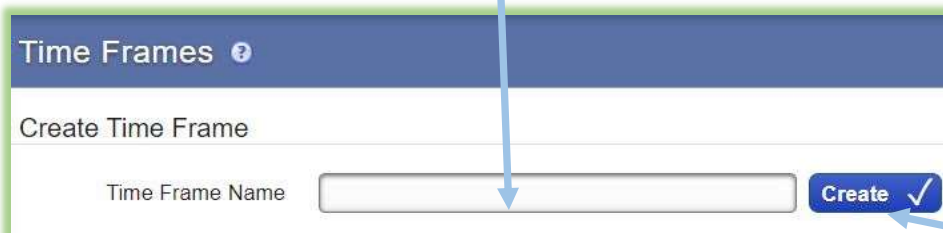
A time frame is considered valid when the current date and time match any one of the time frame's conditions.

Not all of the conditions in the time frame have to match the current date and time.

Steps to setting up timeframes in **Switchvox**:

In the **Switchvox Admin Portal** go to: **Tools** → **Timeframes**.

Choose a name for the **Timeframe**.
(ex: *afterhours, Holiday, etc.*)

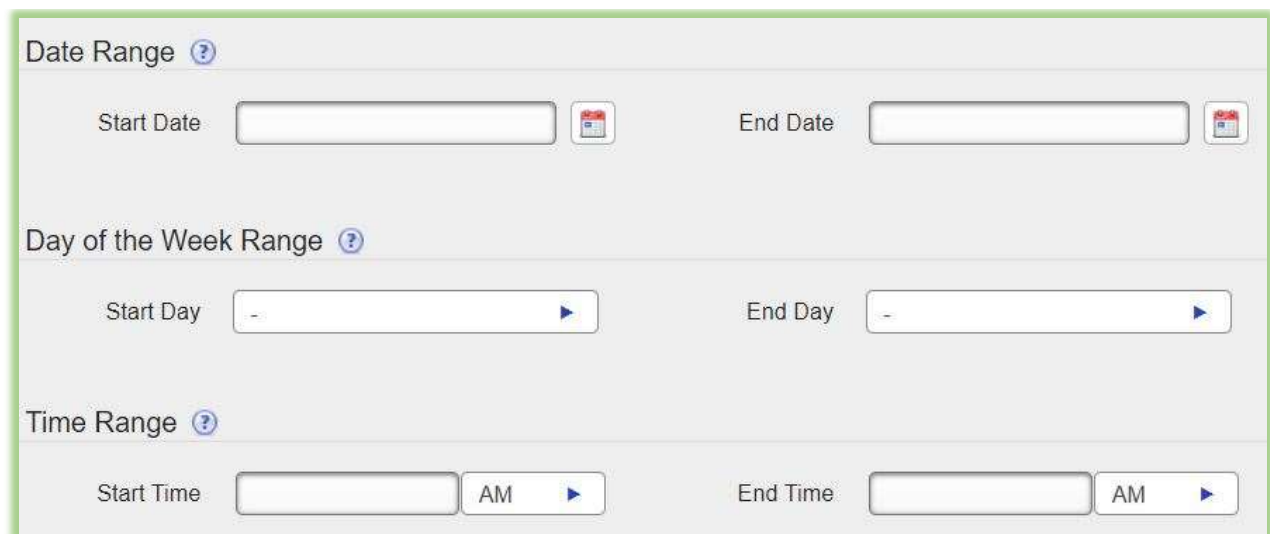
Click "Create"

Timeframes consist of **Time Frame Conditions**. The Time frame itself is considered valid when any of its conditions are met.

Once Time frame name is created,
click **Create Time Condition**



Enter a **Date Range**, **Day of the Week Range**, or a **Time Range**.
(Or any combination)



Date Range:

From a *specific date* to a *specific date*.

Ex] **1/21 – 1/8/21**

Time Range:

From a *specific hour* to a
specific hour

Ex] **8:00am – 7:00pm**

(A FULL day is from 12:00am to 11:59pm)

Day of the Week Range:

From a *day of the week* to a *day of the week*.

Ex] **Monday - Thursday**

Continue adding conditions until you have completed the
Time Frame definition.

Modifying a Time Frame:

- Clicking  Displays the **Modify Time Frame Conditions**
- Clicking  Removes a condition that no longer applies.
(You cannot edit a condition)
- Clicking  Adds a condition.

Deleting a Time Frame:

To delete a Time Frame, click its  button. Be sure that you do indeed want to delete this time frame. If so, then click "YES". This will delete the Time Frame.

The **Time Frames** main page is displayed with a message that the time frame was *deleted*.

IMPORTANT:

** Before you delete a [Time Frame](#), be sure you do not have any IVR Menus or Call Rules that depend on it**

