

# AVAYA Using Time Profile Manual Override Controls

## Introduction

IP Office time profiles can be used to control the operation of many features, automatically setting when a feature is on or off based on the time, day and date. For example, a time profile can automatically:

- change the destination of an incoming call route
- change the status of a hunt group between day and night service
- change the outgoing routing of calls

IP Office Release 9.1 introduced new controls that can be used to override automatic time profile operation. This document looks at the use of those features through a simple example.

## Initial Scenario

Example Inc. has a group of receptionists who handle all incoming calls during normal business hours. Outside those hours, their calls are rerouted to a night desk where, if not answered, calls go to voicemail.

### How was this configured?

- A hunt group called **Reception** was created, containing the users who act as receptionists.
  - The hunt group's voicemail was turned off so that calls to the group ring until answered.
- The system's default incoming call route destination is the **Reception** hunt group.
- A time profile, **Business Hours**, was created specifying 9 to 5, Monday to Friday, as normal business hours.
- The receptionist group's **Fallback** settings use the time profile to set when the group is in service. Outside those hours, the settings reroutes the group's calls to its **Night Service Destination**.
- **Tip:** The time profile could have been applied directly to the system's incoming call routes. However, by applying it to the hunt group, internal calls and calls transferred to the receptionists are also redirected.

## Applying Time Profile Overrides

The business needs the receptionists to be able to override the automatic operation of the time profile. For example, to reroute calls when the business is closing or opening early for some special reason.

### How was this configured?

- Each receptionist was programmed with a **Time Profile** button set to control the **Business Hours** time profile.

Menu Programming		Mobility		Group Membership		Announcements		Personal Directory		Web Self-Administration	
User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming		
Button ...	Label	Action		Action Data							
1		Appearance		a=							
2		Appearance		b=							
3		Appearance		c=							
4											
5	Open	Time Profile		Business Hours							

- **Tip:** Since the receptionist are all performing the same role and need the same control, a unique set of user rights, including the time profile button, could be created and applied to each user who works as a receptionist.

## Operation

How does the time profile override operation appear to the receptionists (in this example, using 9508 telephones):

- **During Business Hours**

During normal business hours, each receptionist sees the following on their phone:


- A **G** indicating that they are in group.
- The button labeled **Business Hours** has its associated button lit.

- **Outside Business Hours**

Outside business hours, each receptionist sees the following on their phone:

- An **OG** indicating that a group to which they belong is in out of hours night service.
- The button labeled **Business Hours** does not have its associated button lit.

### Using the Time Profile Button

When pressing the time profile button, the receptionist has a range of options. The option currently being used by the system is indicated by a  symbol.

The options are:

- **Time Operation**

Return back to normal automatic time profile control.

- *If a receptionist selects this option, the business returns to normal automatic 9 to 5, Monday to Friday operation.*

- **Latch Active**

Permanently set the time profile on. This sets features controlled by the time profile on regardless of the automatic time profile.

- *If a receptionist selects this option, the business remains in normal daytime operation 24/7, ignoring the time profile, until someone selects a different option.*

- **Latch Inactive**

Permanently set the time profile off. This sets features controlled by the time profile off regardless of the automatic time profile.

- *If a receptionist selects this option, the business remains in night service operation 24/7 until someone selects a different option.*

- **Active Till Next Inactive**

Temporarily set the time profile on. It remains this way until the next time in the time profile at which it switches back to off.

- *If a receptionist selects this option, the business remains in normal operation until the next time that the time profile sets it back to night service (or someone else selects another option).*

- **Inactive Till Next Active**

Temporarily set the time profile off. It remains this way until the next time in the time profile at which it switches back to on.

- *If a receptionist selects this option, the business goes into night service operation until the next time the time profile sets it to normal business hours (or someone else selects another option).*

### Examples:

- If the business needs to close early, one of the receptionists can select **Inactive Till Next Active**.
- If the business needs to open early, one of the receptionists can select **Active Till Next Inactive**.
- If the business needs to close for an extended period (a holiday not in the time profile), one of the receptionists can select **Latch Inactive**. The first receptionist in after the holiday will need to select **Timed Operation** or **Active Till Next Inactive**.

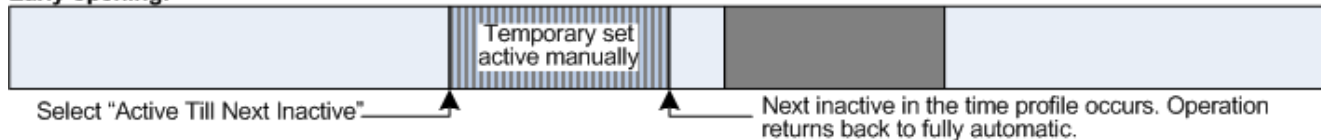
## Further Examples

Monday																						
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

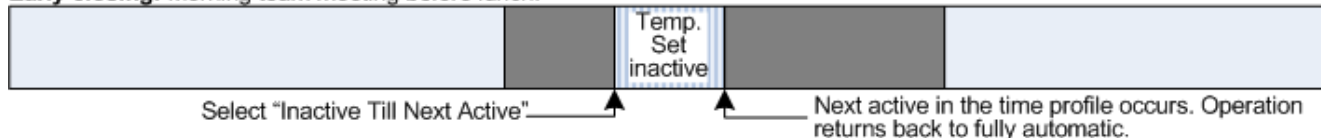
**Normal schedule:** Full automatic time profile control - 9 to 5 with an hour for lunch.



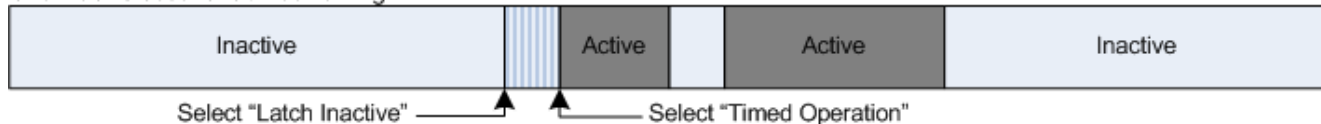
**Early opening:**



**Early closing:** Morning team meeting before lunch.



**Override:** Closed for ad-hoc training.



## Other Considerations

### Security

The time profile control given to the receptionists in this scenario is very powerful. It affects any other parts of the system configuration that are also using the same time profile. Therefore it would be sensible to apply some security to the receptionists' telephones. For example, enabling the **Auto Lock** setting on the telephone or the **Login Idle Period** in the user's system settings.

### Short Codes

The programmable button functions can also be accessed using short codes. This requires a separate short code, with the time profile name set as the telephone number, for each function:

- Set Time Profile to Timed Operation**  
 Return back to normal automatic time profile control. *For example: If a receptionist selects this option, the business returns to normal automatic 9 to 5, Monday to Friday operation.*
- Set Time Profile to Latched Active**  
 Permanently set the time profile on. This sets features controlled by the time profile on regardless of the actual time profile setting. *For example: If a receptionist selects this option, the business remains in normal daytime operation 24/7, ignoring the time profile, until someone selects a different option.*
- Set Time Profile to Latched Inactive**  
 Permanently set the time profile off. This sets features controlled by the time profile off regardless of the actual time profile setting. *For example: If a receptionist selects this option, the business remains in night service operation 24/7 until someone selects a different option.*
- Set Time Profile Active till next Inactive**  
 Temporarily set the time profile on. This sets the time profile on, even if the time profile settings say it should be off, until the next time in the profile at which the profile switches itself off. *For example: If a receptionist selects this option, the business remains in normal operation until the next time that the time profile sets it back to night service (or someone else selects another option).*
- Set Time Profile Inactive till next Active**  
 Temporarily set the time profile off. This sets the time profile off, even if the time profile settings say it should be on, until the next time in the profile at which the profile switches itself on. *For example: If a receptionist selects this option, the business goes into night service operation until the next time the time profile sets it to normal business hours (or someone else selects another option).*

### Incoming Call Routes

When time profiles are used in Incoming Call Routes, it is important to remember that the options are used from the bottom-up, using the first option where the time profile is currently active (on).