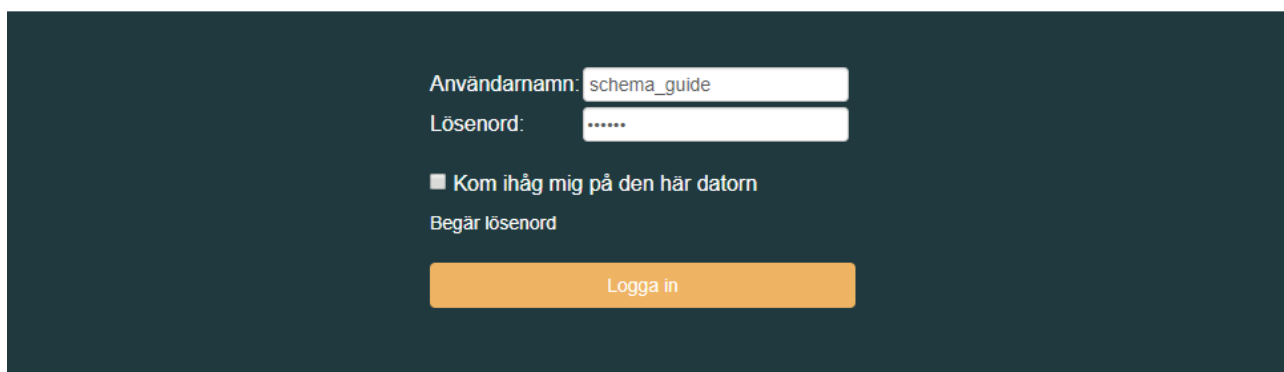


## Snabbguide för att stänga växeln



Användarnamn:

Lösenord:

Kom ihåg mig på den här datorn

Begär lösenord

1

Börja med att logga in i portalen. Har du glömt dina inloggningsuppgifter kan du alltid kontakta vår support via mail eller telefon.

teknik@primeq.se

070 -551 01 00

search

Admin view User view

Home Services Organization User administration **Function numbers** Devices

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**Function numbers**

- ACD groups
- Attendant groups
- Auto Attendant group numbers
- Conference numbers
- Fax numbers
- Group inboxes
- Hunt group numbers
- IVR numbers
- Number visualization
- Rule based numbers
- Schedules**
- Voicemail numbers

**Schedules**

Create schedules for function numbers to specify open hours, closed hours and exceptions. You can also setup how calls should be handled during schedule events. A new schedule is created when a function number is created.

Schedules can be created for Attendant group numbers, ACD group numbers, IVR numbers, Hunt group numbers and Shared lines numbers.

Name	Number	Number type	State
Schema guide svarsgrupp	200	ACD	●
Schemaguide Huvudnummer	500	IVR	●

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1

Klicka på fliken som heter Admin view (Administratörsvy) för att kunna hantera växeln. User view (Användarvy) är bara till för dina egna inställningar.

2

Under Function numbers (Funktionsnummer)

3

– Schedules (Scheman) finner ni era grupper som ni vill stänga. Klicka på numret eller den grupp ni vill stänga.

Om du är osäker på vilken grupp som är vilken kan du alltid kontakta vår support.

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**Schedules (Schemaguide Huvudnummer, 500)** Help

Setup schedule events of type open, forward or closed to setup how calls should be handled during those events. The default state can also be edited.

The schedule events are presented in a prioritized list. Events higher up in the list will override those below.

Name	Duration	Action
+	Add new schedule event	
☰	Lunch	- Closed
☰	Måndag - Fredag	● Open
✎	Edit default schedule event	- Closed

Schedule timezone: Europe/Stockholm [change](#)

**Add new schedule event** ✕

Name of the event:

Repeat:

From:

To:

Forever

Prompt:  ▶

Add new prompt

Action:

4

Klicka på Add new schedule event (Lägg till nytt event). Då öppnas en pop up där du gör dina inställningar. Du väljer datum som eventet ska vara aktivt samt vilken prompt (ljudfil) som ska spelas upp. Klicka på Action (Åtgärd) för att välja om växeln ska vara stängd, öppen eller exempelvis vidarekopplad till svarsservice.

**Add new schedule event**

Name of the event:

Repeat:

From:

To:

Forever

Prompt:  ▶

Add new prompt

Action:

Action stängd

**Add new schedule event**

Name of the event:

Repeat:

From:

To:

Forever

Prompt:  ▶

Add new prompt

Action:

Action vidarekoppling

**Add new schedule event**

Name of the event:

Repeat:

From:

To:

Forever

Prompt:  ▶

Add new prompt

Action:

- None
- Aktivitetsstyrning
- Beep
- Busy greeting
- Conference beep
- Invalid choice
- Julstängt
- Lunch greeting
- Meeting greeting
- Midcall hold current
- None PS filen
- Nationaldagen
- No answer greeting
- Ooo greeting
- Pasumusk Beheld
- Pasumusk
- Pasumusk Above The Clouds
- Pasumusk Goteborgsvitsar
- Pasumusk Here It Comes
- Pasumusk King of Kingston

Ljudfil

[Admin view](#) [User view](#)

Home Services Organization User administration **Function numbers** Devices Logged in as schema\_guide Logout

**Function numbers**

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**Schedules (Schemaguide Huvudnummer, 500)** Help

Setup schedule events of type open, forward or closed to setup how calls should be handled during those events. The default state can also be edited.

The schedule events are presented in a prioritized list. Events higher up in the list will override those below.

Name	Duration	Action
Add new schedule event		
Döp Eventet	2018-04-06 00:00 - 2018-04-07 00:00	Forward
Lunch	Per week, 12:00 - 13:00	Closed
Måndag - Fredag	Per week, 08:00 - 17:00	Open
Edit default schedule event	Always	Closed

Schedule timezone: Europe/Stockholm [change](#)

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5

Eventet läggs till högst upp i listan. Kontrollera datum och tider så allt stämmer. Sen är du klar med din schemaläggning.