

Configure Time of the Day Routing

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Introduction

This document describes the concept and working of Time of the Day routing along with a configuration example.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Basic Call Routing
- Calling Search Space
- Partitions

Components Used

The information in this document is based on Cisco Unified Communications Manager 11.0.1.21900-11.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

Time of the Day Routing: Working

Time Period: Defines a time frame as 24 hours of a day.

This time period can be repeated:

- Every week from a given day to any other day in the week. For example, Monday - Friday.
- Every year from a given day in a month to another day in the same or different month. For example, 1 January - 4 February.

Time Schedule: This is a collection of one or more time periods.

Partition: A partition comprises of a logical grouping of Directory Numbers (DNs) and route patterns with similar reachability characteristics. The time schedule comprises of one or more time periods assigned to a partition. It defines a time frame when the partition is logically active.

Test Case Scenario:

There is a hotline number 1-800-111-123. Calls to this number between 0800 hours till 1600 hours are to be answered by agents. Beyond these timings the calls are to be sent to Voicemail. The trick here is to have two numbers that are the same, but in different partitions.

1. 1-800-111-123 (hunt pilot number) in partition On-Shift.
2. 1-800-111-123 (simple DN with CFA to voicemail option checked) in partition Off-Shift.

Even though they are the same numbers, they exist in two different partitions of which only one partition is logically active at any given time. This is decided by the time schedule assigned to these partitions.

When the hotline number is called between 0800 hours till 1600 hours, the partition On-Shift is active and thus 1-800-111-123 is a hunt pilot number. For any calls placed outside these timings, the partition Off-Shift is active, and therefore calls can be forwarded to a Voicemail.

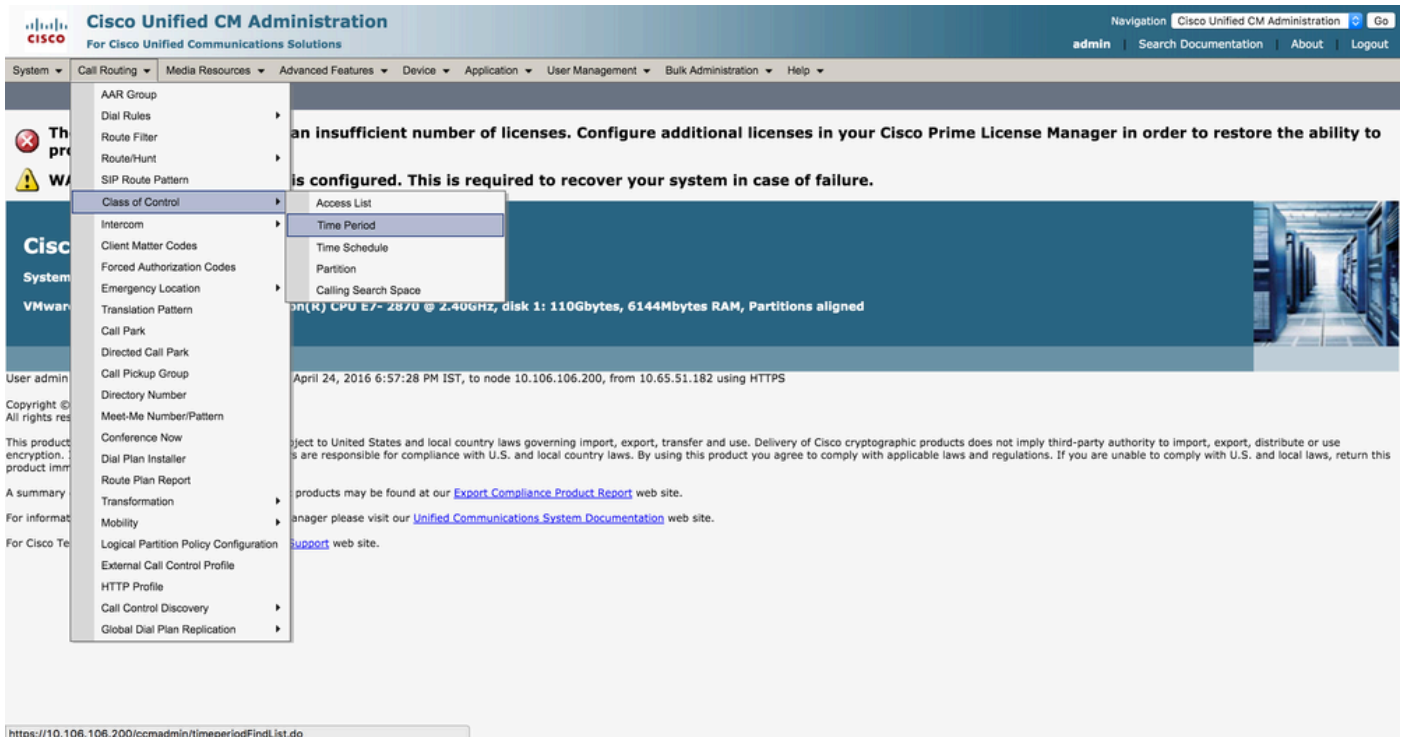
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

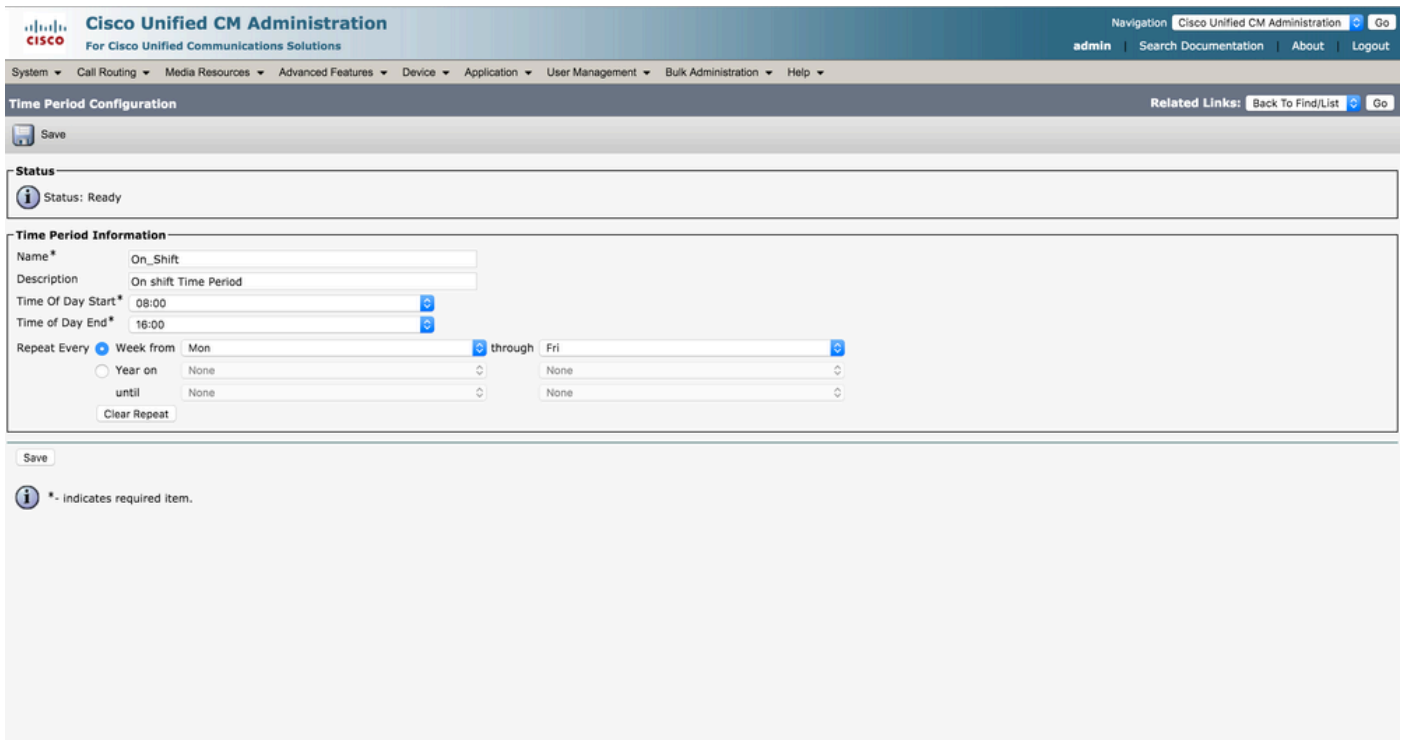
Step 1. Create a Time Period for the Time Frame 0800 Hours till 0400 Hours Call On_Shift

1. On the Unified CM Administration section of the web page, navigate to **Call Routing > Class of Control > Time Period**, as shown in this image.

[OBJ]



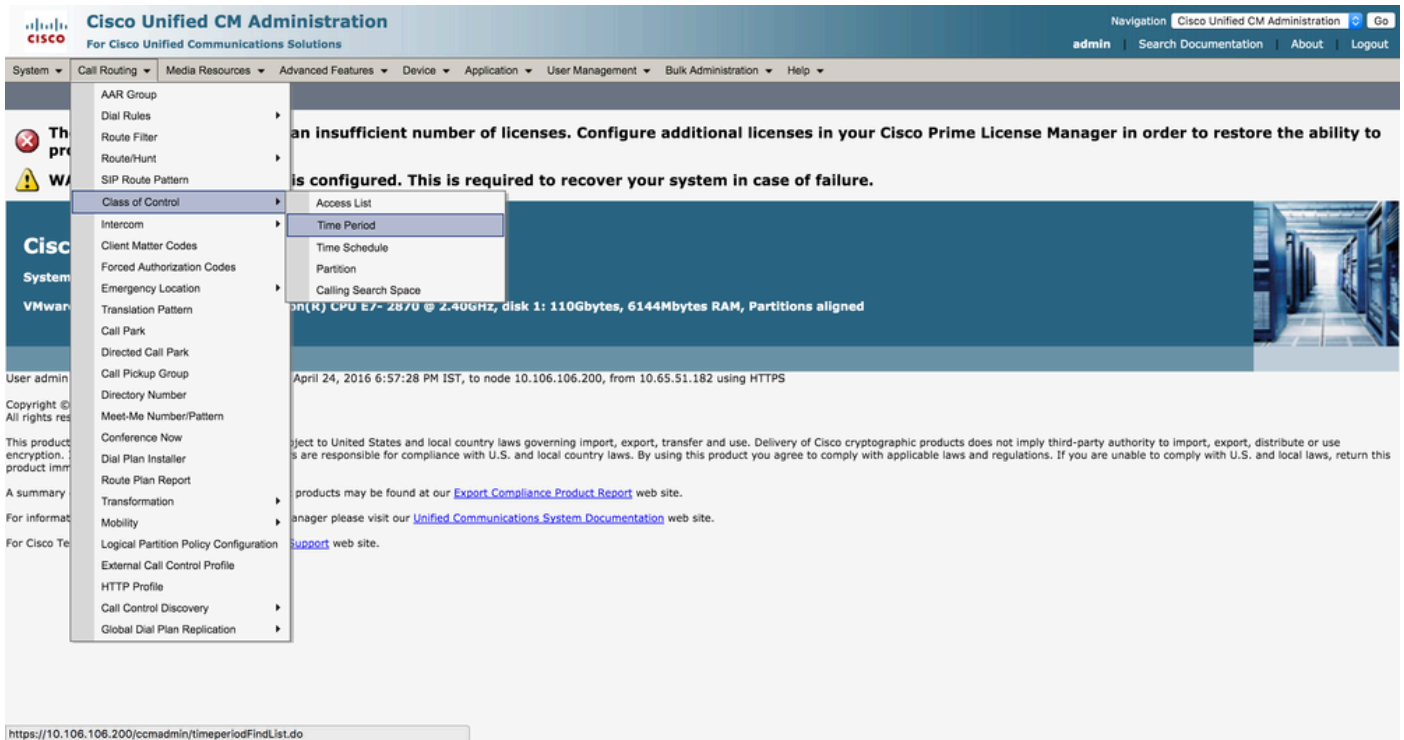
2. Click **Add New**, and enter the **time range** for that time period. In this case, select 0800 - 1600 hours, Monday to Friday of each week and choose **Save** as shown in this image.



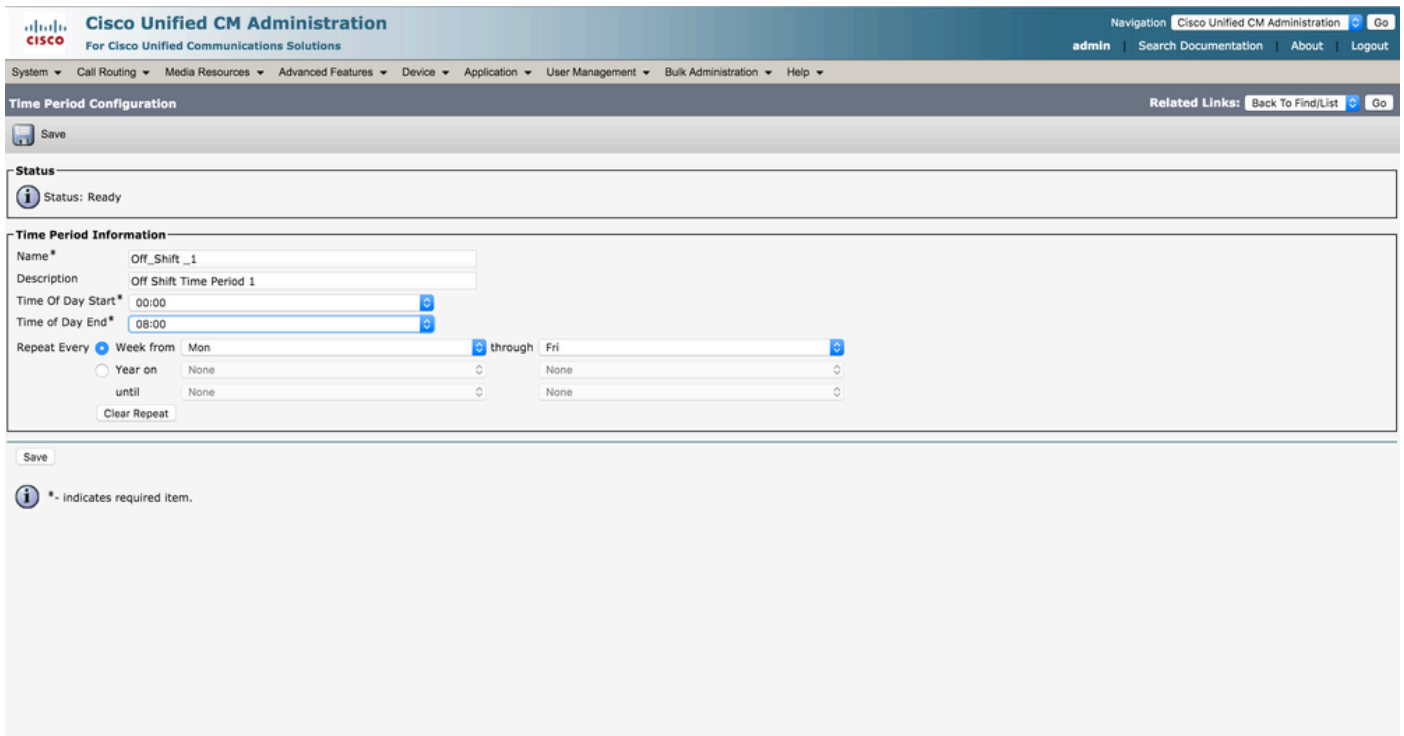
Step 2. Create the Two Off-Shift Time Periods

One from 0000 hours till 0800 hours. The other from 1600 hours till 2400 hours.

1. On the Unified CM Administration section of the web page, navigate to **Call Routing > Class of Control > Time Period** as shown in this image.



2. Click **Add New**, and enter the **time range** for **Off Shift Time Period** period. In this case, you select 0000 - 0800 hours, Monday to Friday of each week, and choose **Save** as shown in this image.



3. Similarly, create another time period from 1600 hours till 2400 hours. This time period is called Off_Shift_2 as shown in this image.

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Time Period Configuration Related Links: Back To Find/List Go

Save

Status
Status: Ready

Time Period Information

Name* Off_Shift_2
Description Off Shift Time Period 2
Time Of Day Start* 16:00
Time of Day End* 24:00
Repeat Every Week from Mon through Fri
 Year on None None
until None None
Clear Repeat

Save

* - indicates required item.

Step 3. Add the Time Periods to the Time Schedules

1. On the Unified CM Administration section of the web page, navigate to **Call Routing > Class of Control > Time Schedule** as shown in this image.

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Find and Add New

- AAR Group
- Dial Rules
- Route Filter
- Route Hunt
- SIP Route Pattern
- Class of Control**
 - Access List
 - Time Period
 - Time Schedule**
 - Partition
 - Calling Search Space
- Intercom
- Client Matter Codes
- Forced Authorization Codes
- Emergency Location (ELIN) Groups
- Translation Pattern
- Call Park
- Directed Call Park
- Call Pickup Group
- Directory Number
- Meet-Me Number/Pattern
- Conference Now
- Dial Plan Installer
- Route Plan Report
- Transformation
- Mobility
- Logical Partition Policy Configuration
- External Call Control Profile
- HTTP Profile
- Call Control Discovery
- Global Dial Plan Replication

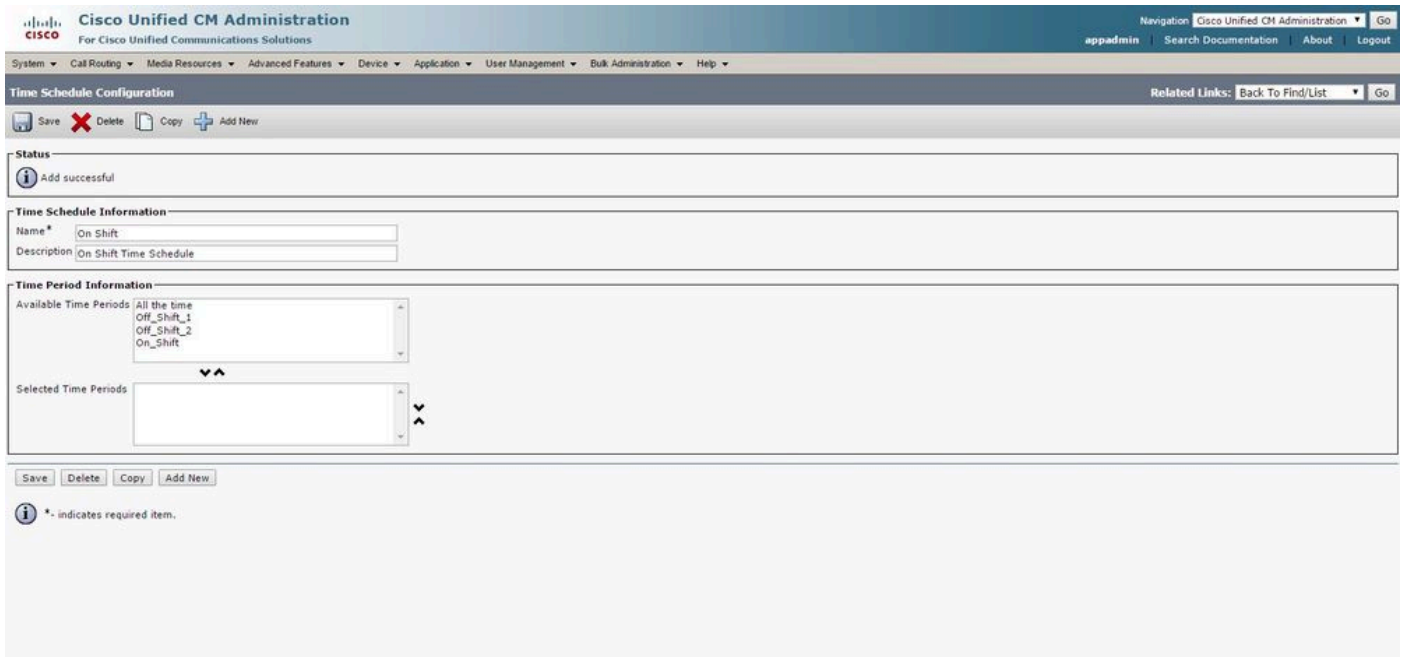
Find Time

Find Clear Filter

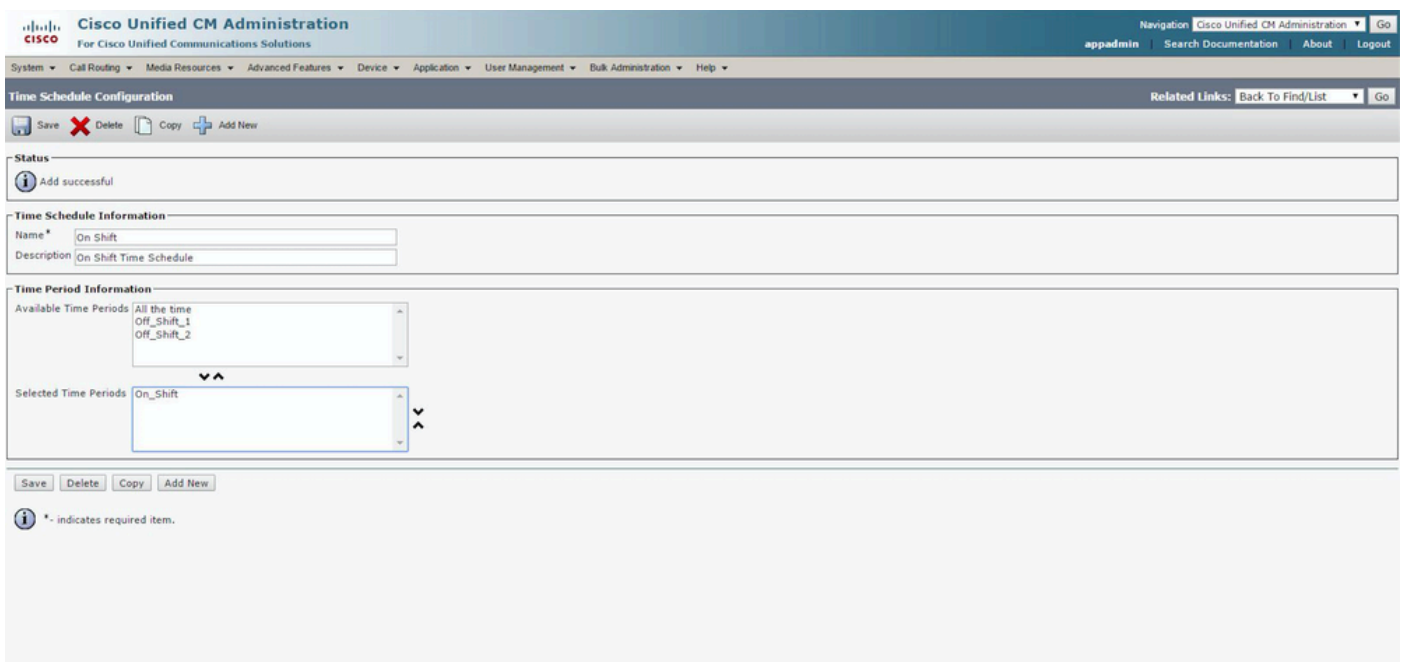
Rows per Page 50

Applies to all days and times

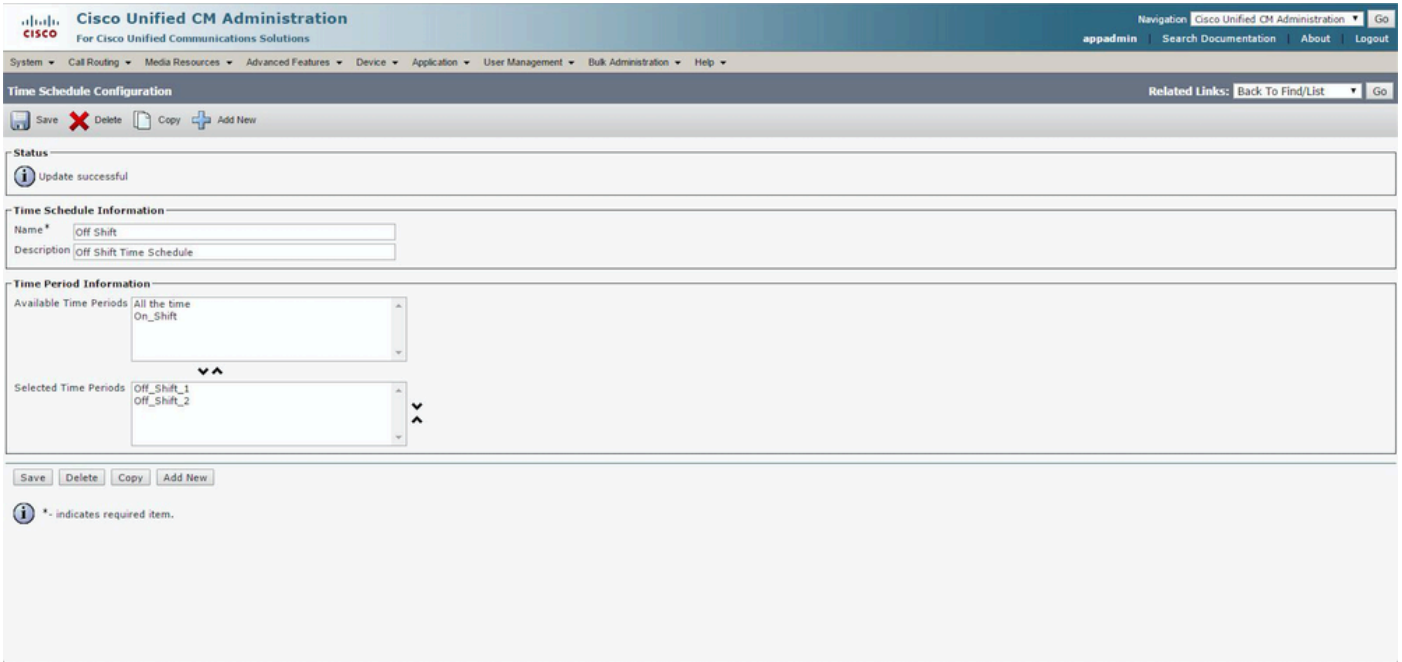
2. Click **Add New**, and create a new **Time Schedule On-Shift** as shown in this image.



3. The time period On_Shift is added to the time schedule as shown in this image.

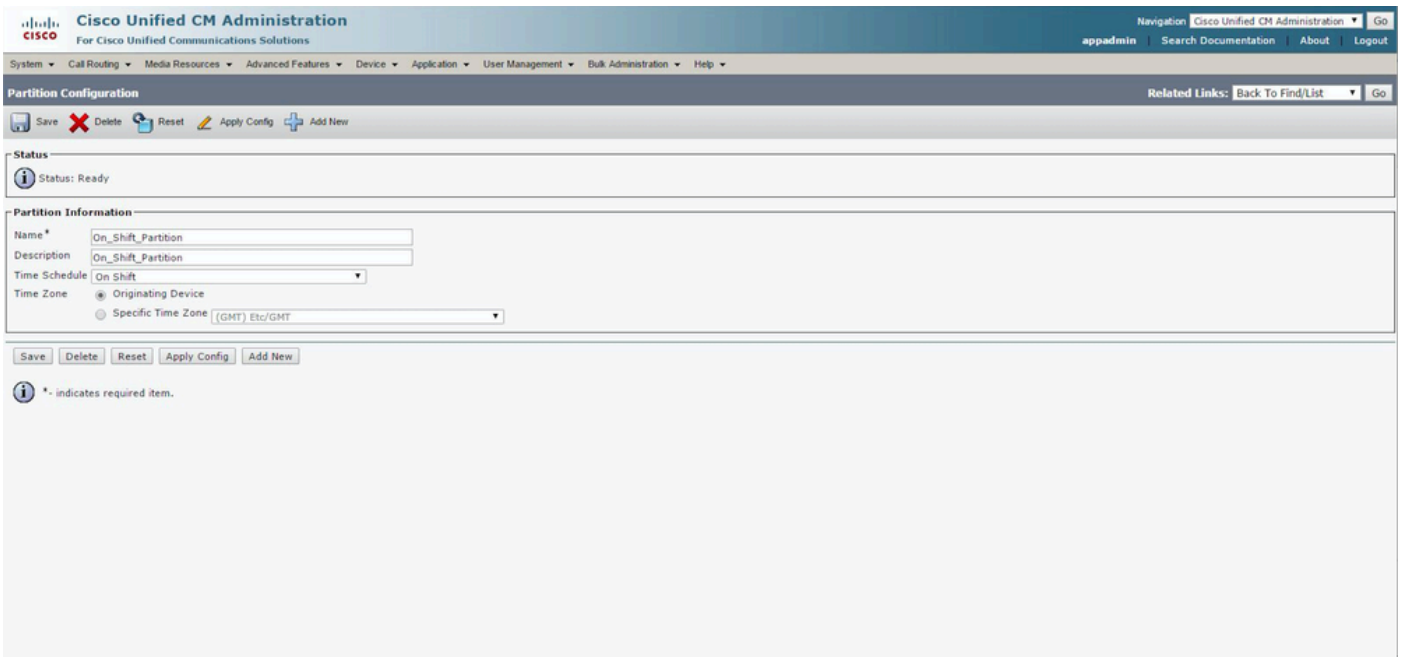


4. Similarly, create another Time Schedule Off_Shift and add the two time periods Off_Shift_1 and Off_shift_2 as shown in this image.



Step 4. Assign the Time Schedules to the Respective Partitions

1. Assign the On-Shift Time Schedule to the partition On_Shift_Partition as shown in this image.



2. Assign the Off-Shift Time Schedule to the partition Off_Shift_Partition as shown in this image.

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Partition Configuration Related Links: Back To Find/List Go

Save Delete Reset Apply Config Add New

Status
Update successful

Partition Information

Name* Off_Shift_Partition
Description Off_Shift_Partition
Time Schedule Off Shift
Time Zone Originating Device
Specific Time Zone (GMT) Etc/GMT

Save Delete Reset Apply Config Add New

* indicates required item.

Step 5. Create 2 Similar Directory Numbers and Assign One to the Partition On_Shift_Partition and the Other to the Partition Off_Shift_Partition

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Directory Number Configuration Related Links: Back To Find/List Go

Save

Status
Status: Ready

Directory Number Information

Directory Number* 1234 to Urgent Priority
Route Partition Off_Shift_Partition
Description DN active from 0800hrs to 1600hrs
Alerting Name
ASCII Alerting Name
External Call Control Profile < None >
 Active

Verify

During 0800 -1600 hours, the Call can hit the DN 1234 in the On_Shift_Partition, that can be the DN of a Phone. At other times, the call can hit the DN 1234 in the Off_Shift_Partition, which can either point to Voice Mail, or a Translation Pattern to point the Call to a Front Desk agent number.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.