

How to Manage Time Frames and Holidays



Getting Started

Time Frames determine specific hours of certain days or a span of days when features such as answering rules, call queues, or auto attendants will be active. For example, Monday-Thursday 5pm-8am from January through May of this year.

Using the User Web Portal

Each extension of your Cloud PBX system has access to a powerful web portal for managing your phone system.

Accessing the Portal

To access the web portal:

1. Open a web browser
2. Go to <https://portal.alliance-hpbx.com>. Google Chrome is the preferred browser.
3. On the login page, enter your login name and password.

Please contact Alliance Communications at hpbxsupport@alliance.coop if you need your log in and/or password information.

ALLIANCE COMMUNICATIONS **HOSTED VOICE**

Login Name

Password

Log In

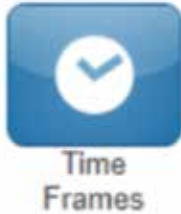
[Forgot Login Name](#) | [Forgot Password](#)

[Are you a new user?](#)

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Time Frames

Time Frames allow you to control the scheduling of the system. You can configure time frames using the Time Frames page. To display this page, click the Time Frames icon at the top of the page:



Three common time frames are:

- Open Hours (for example, M-F 8am-5pm)
- Holidays (Independence Day, Thanksgiving, New Year's Day)
- Closed Hours (all other times)

Time frames are set system-wide and set by the administrator, based on user access.



Time Frames



HOW TO MANAGE TIME FRAMES AND HOLIDAYS

To Edit Time Frames – Business Hours and After Hours

1. From the Time Frames page, click on the Business Hours **schedule name** or the **pencil icon** to edit.



2. In this example, current business hours are M-F 8am-5pm and Saturday 9am-5pm.

The form is titled 'Edit Business hours'. It has a name field containing 'Business hours' and a note: 'Note: Name cannot be changed'. Below the name field, there are three radio buttons for 'When': 'Always', 'Days of the week and times' (selected), and 'Specific dates or ranges'. Below this, there are seven rows, one for each day of the week. Each row has a checkbox on the left and a slider on the right. The sliders show the time range for each day. Monday through Saturday are checked, and their sliders show a blue bar from 8:00 am to 5:00 pm. Sunday is unchecked and its slider is empty. At the bottom right, there are 'Cancel' and 'Save' buttons.

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

3. During the winter months, this business is not open on Saturdays. To remove calls during that time frame, uncheck the box for that specific day. Click Save.

The screenshot shows the 'Edit Business hours' interface. At the top, there is a 'Name' field containing 'Business hours' and a note: 'Note: Name cannot be changed'. Below this, there are three radio buttons for 'When': 'Always', 'Days of the week and times' (which is selected), and 'Specific dates or ranges'. The main section displays a list of days from Sunday to Saturday. Each day has a checkbox and a time range slider. The time range for each day is from 12:00 am to 11:59 pm. The sliders for Monday through Friday are set to 8:00 am to 6:00 pm. The slider for Saturday is set to 12:00 pm to 6:00 pm. The 'Saturday' checkbox is unchecked, and a blue arrow points to it from the left. At the bottom right, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a blue box.

4. You can now view the updated Business hours.

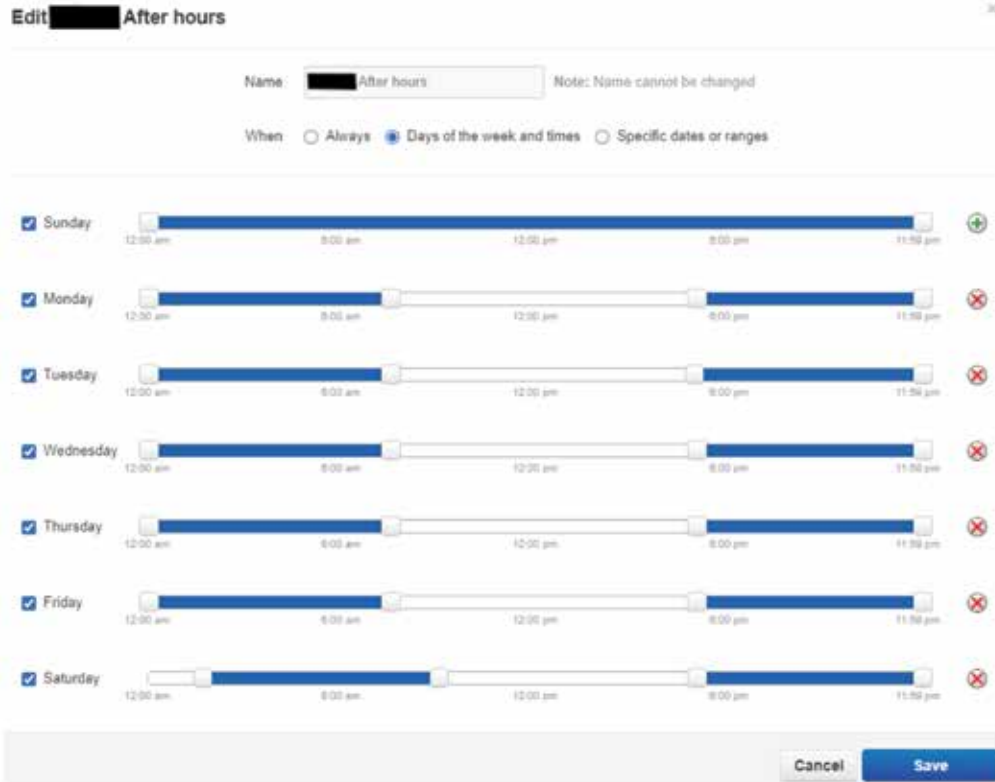
The screenshot shows the 'Edit Business hours' interface. At the top, there is a 'Name' field containing 'Business hours' and a note: 'Note: Name cannot be changed'. Below this, there are three radio buttons for 'When': 'Always', 'Days of the week and times' (which is selected), and 'Specific dates or ranges'. The main section displays a list of days from Sunday to Saturday. Each day has a checkbox and a time range slider. The time range for each day is from 12:00 am to 11:59 pm. The sliders for Monday through Friday are set to 8:00 am to 6:00 pm. The slider for Saturday is set to 12:00 pm to 6:00 pm. The 'Saturday' checkbox is unchecked. At the bottom right, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a blue box.

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

- Once Business Hours are updated, After Hours will need to be updated. Click on the After Hours **schedule name** or the **pencil icon** to edit.



Name	Description	Owner	Action
Holidays	Specific Dates	Shared	[Pencil] [X]
After hours	Days and Times	Shared	[Pencil] [X]
Business hours	Days and Times	Shared	[Pencil] [X]
[Redacted]	Days and Times	Shared	[Pencil] [X]
[Redacted]	Days and Times	Shared	[Pencil] [X]



Edit [Redacted] After hours

Name: [Redacted] After hours Note: Name cannot be changed

When: Always Days of the week and times Specific dates or ranges

Day	Start Time	End Time	Active
Sunday	12:00 am	11:59 pm	<input checked="" type="checkbox"/>
Monday	12:00 am	11:59 pm	<input checked="" type="checkbox"/>
Tuesday	12:00 am	11:59 pm	<input checked="" type="checkbox"/>
Wednesday	12:00 am	11:59 pm	<input checked="" type="checkbox"/>
Thursday	12:00 am	11:59 pm	<input checked="" type="checkbox"/>
Friday	12:00 am	11:59 pm	<input checked="" type="checkbox"/>
Saturday	12:00 am	11:59 pm	<input checked="" type="checkbox"/>

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

- Since this business is now closed on Saturdays, adjust the after-hour time frame from 12am-11:59pm by using the slide buttons. Click Save.

The screenshot shows the 'Edit After hours' interface. At the top, there is a name field containing 'After hours' and a note: 'Note: Name cannot be changed'. Below this, there are three radio buttons for 'When': 'Always', 'Days of the week and times' (which is selected), and 'Specific dates or ranges'. The main area displays seven rows, one for each day of the week, each with a time frame slider. The time frames are: Sunday (12:00 am to 11:59 pm), Monday (12:00 am to 9:00 am), Tuesday (12:00 am to 9:00 am), Wednesday (12:00 am to 9:00 pm), Thursday (12:00 am to 9:00 pm), Friday (12:00 am to 9:00 pm), and Saturday (12:00 am to 11:59 pm). A blue arrow points to the 12:00 am start time on the Saturday slider. A red box highlights the 'Save' button at the bottom right.

- Business Hours and After Hours should match, based on open and closed hours.

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

To Edit Time Frames - Holidays

1. From the Time Frames page, click on the schedule name or the pencil icon to edit.



The Edit Time Frame page appears.

Edit C Store Holidays

Name: Note: Name cannot be changed

When: Always Days of the week and times Specific dates or ranges

Specific dates or ranges:

<input type="text" value="11/23/2023 12:00 am"/>	to	<input type="text" value="11/23/2023 11:59 pm"/>	<input type="button" value="+"/>
<input type="text" value="12/24/2023 2:00 pm"/>	to	<input type="text" value="12/24/2023 11:59 pm"/>	<input type="button" value="X"/>
<input type="text" value="12/25/2023 12:00 am"/>	to	<input type="text" value="12/25/2023 11:59 pm"/>	<input type="button" value="X"/>
<input type="text" value="03/31/2024 12:00 am"/>	to	<input type="text" value="03/31/2024 11:59 pm"/>	<input type="button" value="X"/>
<input type="text" value="11/29/2023 4:00 pm"/>	to	<input type="text" value="11/29/2023 9:59 pm"/>	<input type="button" value="X"/>

2. Click on the green + which will add a row of times. Click in the first field to enter the beginning time of when you will be away. Enter the date and time.

Edit C Store Holidays

Name: Note: Name cannot be changed

When: Always Days of the week and times Specific dates or ranges

Specific dates or ranges:

<input type="text" value="11/23/2023 12:00 am"/>	to	<input type="text" value="11/23/2023 11:59 pm"/>	<input type="button" value="+"/>
<input type="text" value="12/24/2023 2:00 pm"/>	to	<input type="text" value="12/24/2023 11:59 pm"/>	<input type="button" value="X"/>
<input type="text" value="12/25/2023 12:00 am"/>	to	<input type="text" value="12/25/2023 11:59 pm"/>	<input type="button" value="X"/>
<input type="text" value="03/31/2024 12:00 am"/>	to	<input type="text" value="03/31/2024 11:59 pm"/>	<input type="button" value="X"/>
<input type="text" value="11/29/2023 4:00 pm"/>	to	<input type="text" value="11/29/2023 9:59 pm"/>	<input type="button" value="X"/>

December 2023

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Time:

Hour:

Minute:

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

3. Click in the next field to enter the date and time you want that schedule to end.

The screenshot shows the 'Edit C Store Holidays' interface. At the top, there is a 'Name' field containing 'C Store Holidays' and a note: 'Note: Name cannot be changed'. Below this, there are three radio buttons for 'When': 'Always', 'Days of the week and times', and 'Specific dates or ranges' (which is selected). The main area contains a list of holiday entries, each with a start date and time, an end date and time, and a delete icon (X). The entries are:

Start Date/Time	End Date/Time	Action
11/23/2023 12:00 am	11/23/2023 11:59 pm	+
12/24/2023 2:00 pm	12/24/2023 11:59 pm	X
12/25/2023 12:00 am	12/25/2023 11:59 pm	X
03/31/2024 12:00 am	03/31/2024 11:59 pm	X
11/29/2023 4:00 pm	11/29/2023 9:59 pm	X
		X

A date picker is open for the end date field, showing a calendar for December 2023. The date '7' is selected. Below the calendar, there are fields for 'Time', 'Hour', and 'Minute'. The 'Time' field is set to '11:59 pm'. A 'Save' button is highlighted with a blue box.

4. Click Save.

Need help? Email hpbxsupport@alliance.coop