



Time of Day Changes

Student Guide

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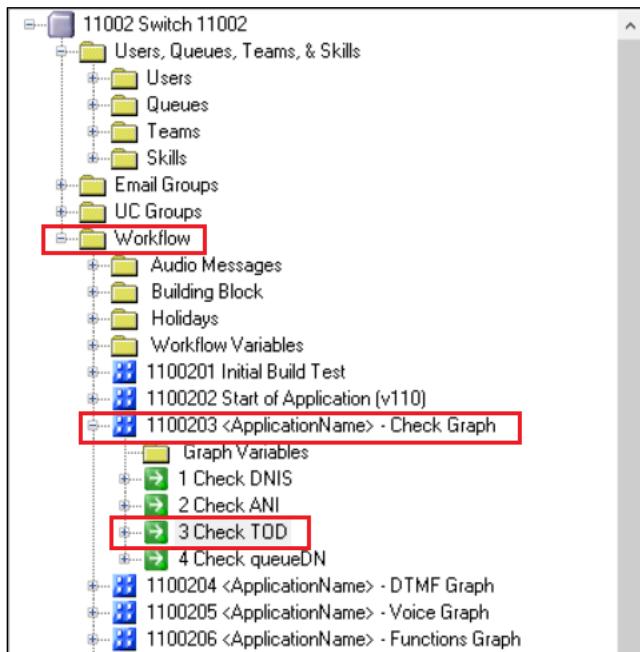
## Introduction

This document outlines the steps for changing the Time of Day (TOD) functionality of the application. Please note that the following screenshots are taken from the Computer Talk Training Environment. Your options may be named differently.

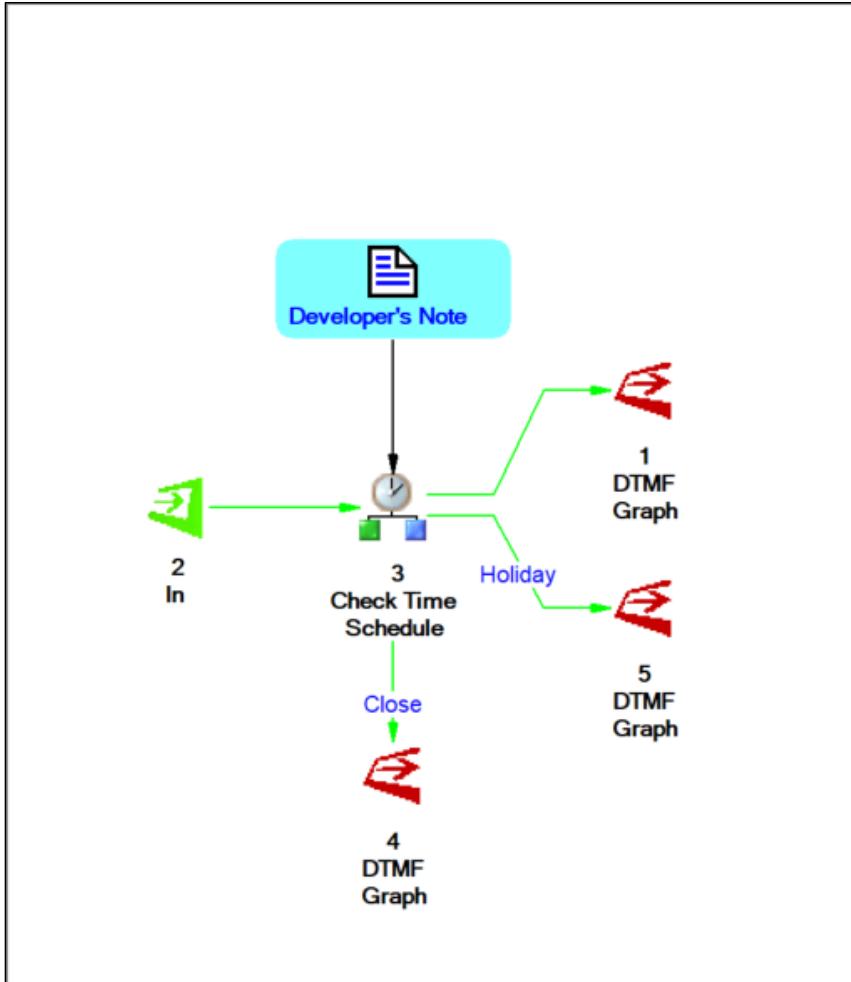
1. In iceAdministrator navigate to the following location:

**Workflow folder → (1100203 <ApplicationName> – Check Graph) → Check TOD**

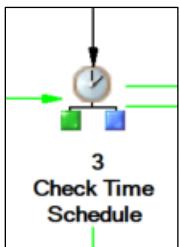
2. A red arrow has been pointed to the location of the TOD check page.



3. In the right panel a new page will appear that contains the time of day routing configurations.



4. Double click on the TOD action:



5. A pop-up containing all the defined scheduled times will appear.

3: Check Time Schedule

Action Name:	Check Time Schedule			Set Default
On	From	To	Go To	Link Name
Weekday (non-holiday)	09:00	05:00		
<input type="button" value="Add Date"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>				
On	From	To	Go To	Link Name
Weekday (non-holiday)	09:00 AM	05:00 PM	1 DTMF Graph	
Holiday	09:00 AM	05:00 PM	5 DTMF Graph	Holiday
<input type="button" value="Up"/> <input type="button" value="Down"/>				
If No Match Go To:			4 DTMF Graph	Link Name: <input type="text" value="Close"/>
<input type="checkbox"/> Hide Incoming Links <input type="checkbox"/> Log Action				
<input type="button" value="OK"/> <input type="button" value="Cancel"/>				

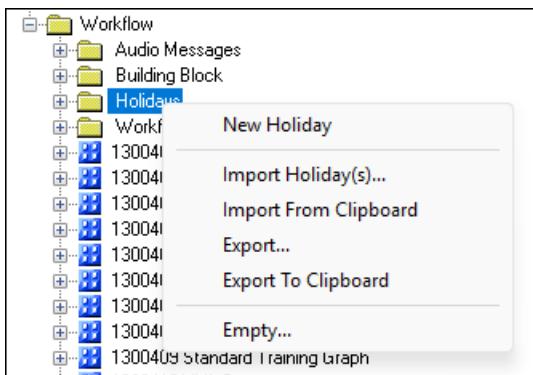
**Important:** The order in which the rows are configured is extremely important, the system will validate by row if the current data and time falls into any category identified in the '**On**', '**From**' and '**To**' columns. Once a successful match has been found the call will continue on this path to the next action, and all other check in the table will be ignored.

## Adding Holidays

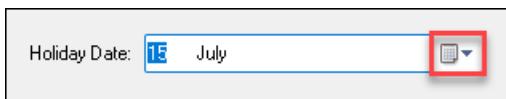
Holidays are used in the “Check Time Schedule” action in workflow. This action can be configured to give special treatment to any date that is added to the Holiday folder. The first time you launch iceManager Administrator in a new year, you will be prompted to update the holidays in the Holiday folder. Some holidays that fall on the same date each year may not need to be changed, such as December 25th. Others such as Easter vary from year to year.

To add a holiday:

1. Right click on the ‘Holiday’ folder within Workflow.



2. Choose ‘New Holiday’.
3. By default, it will select today’s date as the holiday. To change the date, click on the arrow as illustrated below:



4. A calendar will appear and you may select the appropriate date from the calendar. The new holiday will appear in the list of holidays.
5. Click the Save button (  ) to save the changes made.

## Adding a custom entry to the Check Time Schedule

A supervisor or administrator has the ability to create date specific entries in the Check Time Schedule for events that fall out of the regular schedule; such events can be but are not limited to: team meetings, early closures, business hour extensions.

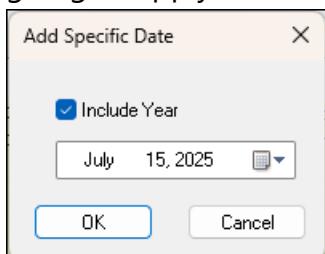
Any time when using date specific entries please ensure they are at the top of the Time Schedule list.

These entries are ad-hoc, and should not be used if a permanent change needs to be applied. For more details please see the next section (Modifying entries in the Check Time Schedule).

Once the date has passed it is recommended that the entry is removed.

To add a new entry in the table follow these steps:

1. Click the "Add Date" button (this is where you select the date the change is going to apply for).



**Note:** if you choose to uncheck the year, only the day and the month will be added as the new date ( in other words every year on that specific date, the change will apply).

2. Pick the date you want the change to apply to and click "OK". The date selected will be filled out in the "On" field.

3: Check Time Schedule

Action Name: Check Time Schedule

On	From	To	Go To	Link Name
July 15, 2025	09:00 AM	05:00 PM		
<input type="button" value="Add Date"/>		<input type="button" value="Add"/>	<input type="button" value="Remove"/>	
On	From	To	Go To	Link Name
Holiday	08:00 AM	04:30 PM	10 @TODStatus = Holiday	Holiday
Weekday (non-h...	08:00 AM	05:30 PM	8 @TODStatus = Open	Open
<input type="button" value="Up"/> <input type="button" value="Down"/>				
If No Match Go To: <input type="button" value="9 @TODStatus = Closed"/>			Link Name:	<input type="text" value="Closed"/>
<input type="checkbox"/> Hide Incoming Links			<input type="button" value="OK"/>	<input type="button" value="Cancel"/>
<input type="checkbox"/> Log Action				

3. Fill out the following sections:
  - a. "From"
  - b. "To"
  - c. "Go To"

Once all the fields have been selected, Click "Add" to add the new entry into the table. The new entry will be added to the bottom of the table.

3: Check Time Schedule

On	From	To	Go To	Link Name
July 15, 2025	03:00 PM	05:00 PM	9 @TODStatus = Closed	Early Close
<input type="button" value="Add Date"/> <input style="border: 2px solid red;" type="button" value="Add"/> <input type="button" value="Remove"/>				
On	From	To	Go To	Link Name
Holiday	08:00 AM	04:30 PM	10 @TODStatus = Holiday	Holiday
Weekday (non-h...	08:00 AM	05:30 PM	8 @TODStatus = Open	Open
July 15, 2025	03:00 PM	05:00 PM	9 @TODStatus = Closed	Early Close
<input type="button" value="Up"/> <input type="button" value="Down"/>				
If No Match Go To:			Link Name:	<input type="button" value="OK"/> <input type="button" value="Cancel"/>
<input type="checkbox"/> Hide Incoming Links <input type="checkbox"/> Log Action				

Select the row added and click "Up" until the new entry is above the regular schedule.

3: Check Time Schedule

On	From	To	Go To	Link Name
July 15, 2025	03:00 PM	05:00 PM	9 @TODStatus = Closed	Early Close
<input type="button" value="Add Date"/> <input style="border: 2px solid red;" type="button" value="Add"/> <input type="button" value="Remove"/>				
On	From	To	Go To	Link Name
July 15, 2025	03:00 PM	05:00 PM	9 @TODStatus = Closed	Early Close
Holiday	08:00 AM	04:30 PM	10 @TODStatus = Holiday	Holiday
Weekday (non-h...	08:00 AM	05:30 PM	8 @TODStatus = Open	Open
<input style="border: 2px solid red;" type="button" value="Up"/> <input type="button" value="Down"/>				
If No Match Go To:			Link Name:	<input type="button" value="OK"/> <input type="button" value="Cancel"/>
<input type="checkbox"/> Hide Incoming Links <input type="checkbox"/> Log Action				

Click "OK" in the popup window.

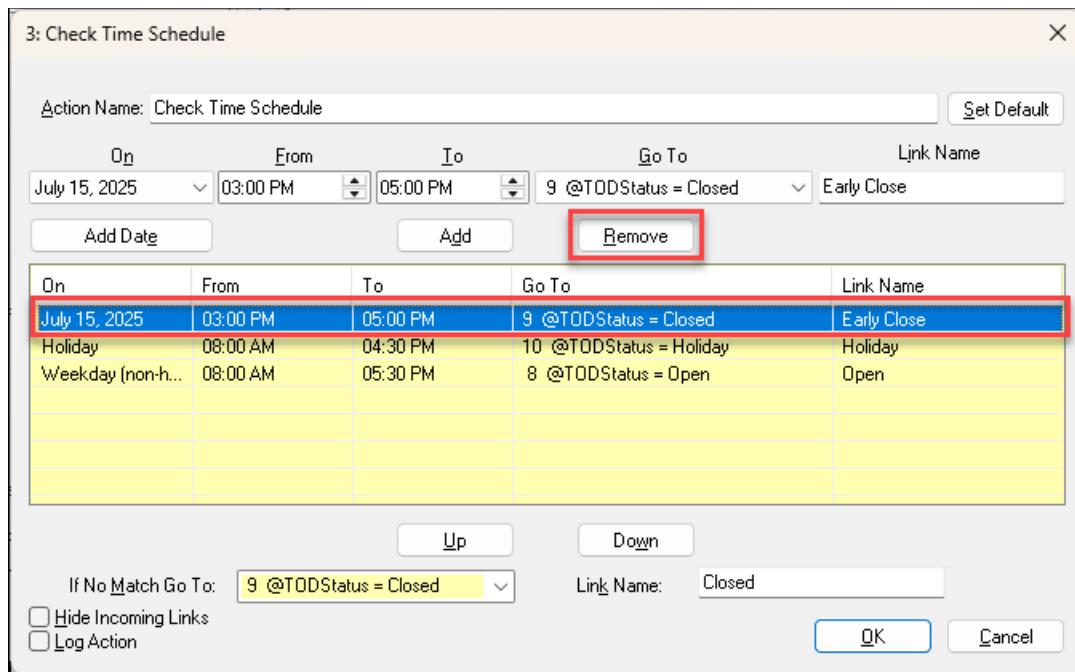
Click the Save button (  ) to save the changes made.

**NOTE:** In the TOD action you will be required to identify only the segment of time where the behaviour is different than the usual schedule.

## Removing entries in the Check Time Schedule

To remove a custom date entry from the table:

1. Select the line you want to remove and click the 'Remove' button.



2. Click "OK" in the popup window.
3. Click the Save button (  ) to save the changes made.

## Modifying entries in the Check Time Schedule

A supervisor or administrator has the ability to also adjust the entries already created in the Check Time Schedule for any adjustments necessary.

Modifications can be made to any of the columns present, however it is most common that these changes would be done for the following 3 columns in the system: 'From', 'To' and Go To.

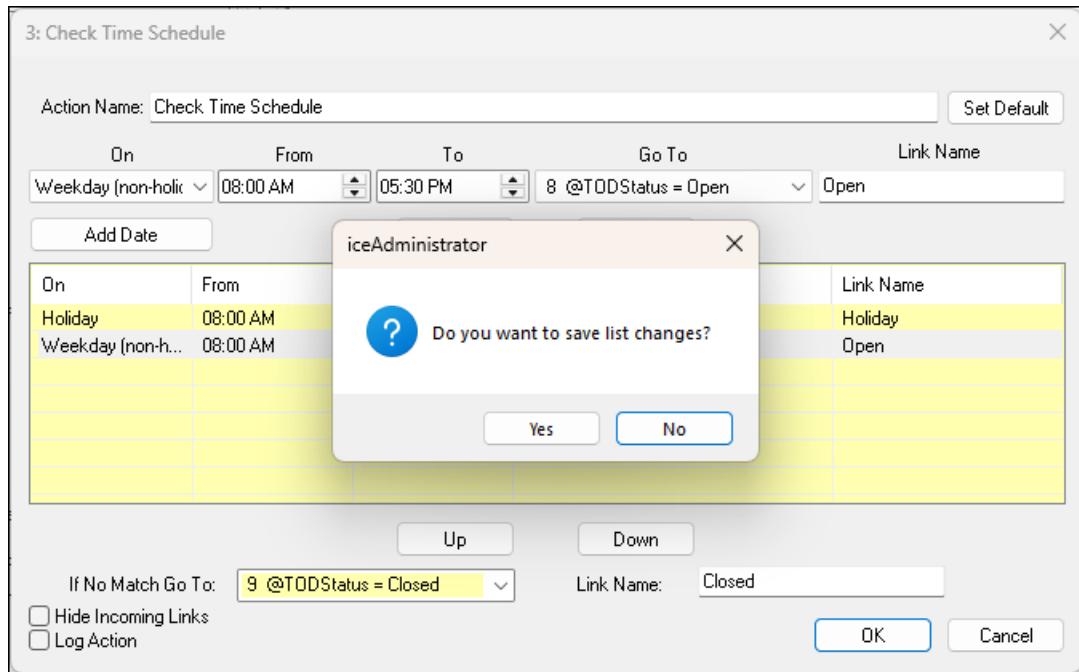
As stated previously, the order of the entries in this list is important.

Modification to a single time value may require other adjustments to be made in the check time schedule table. Please ensure that no time gap is created where the caller could end up reaching the System Error behaviour instead of one of the allocated Greeting Messages.

1. To modify any entry in the table, double click on the value you want to change:

On	From	To	Go To	Link Name
Holiday	08:00 AM	04:30 PM	10 @TODStatus = Holiday	Holiday
Weekday (non-h...	08:00 AM	05:30 PM	8 @TODStatus = Open	Open

2. You may use the small up and down arrows or type in the value you would like to use.
3. Click anywhere in the yellow table, a popup will appear to confirm the changes you want to make.



4. Click "Yes" to make the change.
5. Click "OK" in the popup window.
6. Click the Save button (  ) to save the changes made.