

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.

The screenshot shows the Cisco Unified CM Administration web interface. The top navigation bar includes 'System', 'Call Routing', 'Media Resources', 'Advanced Features', 'Device', 'Application', 'User Management', 'Bulk Administration', and 'Help'. The 'Call Routing' menu is expanded, showing options like 'AAR Group', 'Dial Rules', 'Route Filter', 'Route/Hunt', 'SIP Route Pattern', 'Class of Control', 'Intercom', 'Client Matter Codes', 'Forced Authorization Codes', 'Emergency Location', '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', and 'Global Dial Plan Replication'. The 'Class of Control' menu is further expanded to show 'Access List', 'Time Period', 'Time Schedule', 'Partition', and 'Calling Search Space'. The 'Time Period' option is highlighted. The background shows a warning message: 'an insufficient number of licenses. Configure additional licenses in your Cisco Prime License Manager. This is required to recover your system in case of failure.' Below this, system information is displayed: 'on(R) CPU E7- 2870 @ 2.40GHZ, disk 1: 110Gbytes, 6144Mbytes RAM, Partitions aligned'. A timestamp reads 'April 24, 2016 6:57:28 PM IST, to node 10.106.106.200, from 10.65.51.182 using HTTPS'. A footer URL is visible: 'https://10.106.106.200/ccmadmin/timeperiodFindList.do'.

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



Time Period Configuration



Status

Status: Ready

Time Period Information

Name*	<input type="text" value="On_Shift"/>		
Description	<input type="text" value="On shift Time Period"/>		
Time Of Day Start*	<input type="text" value="08:00"/>		
Time of Day End*	<input type="text" value="16:00"/>		
Repeat Every	<input checked="" type="radio"/> Week from	<input type="text" value="Mon"/>	through <input type="text" value="Fri"/>
	<input type="radio"/> Year on	<input type="text" value="None"/>	<input type="text" value="None"/>
	until	<input type="text" value="None"/>	<input type="text" value="None"/>
	<input type="button" value="Clear Repeat"/>		

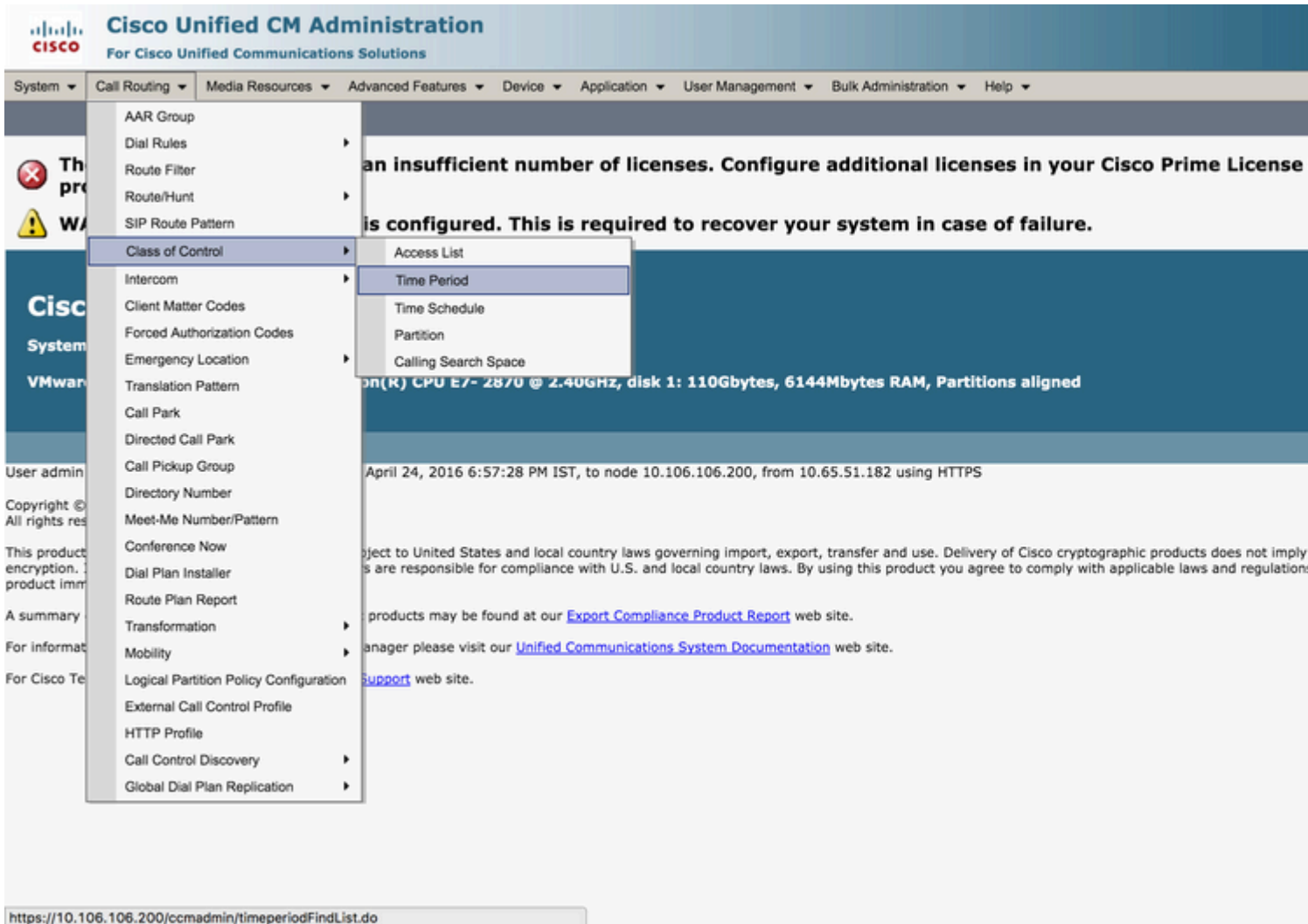


*- indicates required item.

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.



Time Period Configuration

Save

Status

Status: Ready

Time Period Information

Name*

Description

Time Of Day Start*

Time of Day End*

Repeat Every Week from through

Year on

until

*- indicates required item.

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.



Time Period Configuration



Status

Status: Ready

Time Period Information

Name*

Description

Time Of Day Start*

Time of Day End*

Repeat Every Week from through

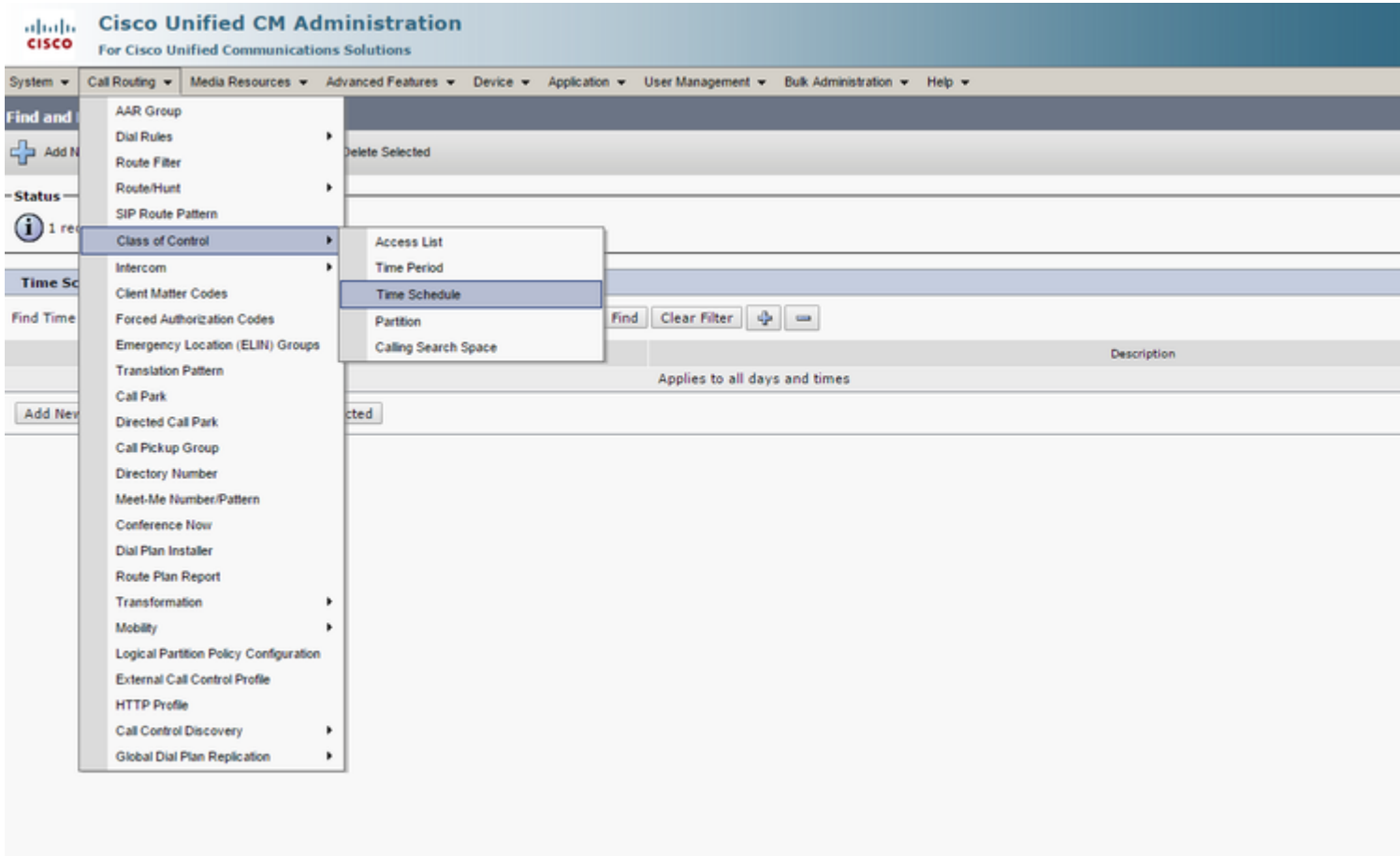
Year on until



*- 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.



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



Time Schedule Configuration

Save Delete Copy Add New

Status

Add successful

Time Schedule Information

Name *
Description

Time Period Information

Available Time Periods
Selected Time Periods

* indicates required item.

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

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Time Schedule Configuration

Save Delete Copy Add New

Status
Add successful

Time Schedule Information
Name * On Shift
Description On Shift Time Schedule

Time Period Information
Available Time Periods: All the time, Off_Shift_1, Off_Shift_2
Selected Time Periods: On_Shift

Save Delete Copy Add New

i * indicates required item.

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.

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System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Time Schedule Configuration

Save Delete Copy Add New

Status
Update successful

Time Schedule Information
Name * Off Shift
Description Off Shift Time Schedule

Time Period Information
Available Time Periods: All the time, On_Shift
Selected Time Periods: Off_Shift_1, Off_Shift_2

Save Delete Copy Add New

* - indicates required item.

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.

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System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Partition Configuration

Save Delete Reset Apply Config Add New

Status
 Status: Ready

Partition Information

Name *

Description

Time Schedule

Time Zone Originating Device Specific Time Zone

* - indicates required item.

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

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Partition Configuration

Save Delete Reset Apply Config Add New

Status
Update successful

Partition Information

Name*

Description

Time Schedule

Time Zone Originating Device Specific Time Zone

Save Delete Reset Apply Config Add New

i *- 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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System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Directory Number Configuration

Save

Status
Status: Ready

Directory Number Information

Directory Number* to

Route Partition


Description

Alerting Name

ASCII Alerting Name


External Call Control Profile

Active


 **Cisco Unified CM Administration**
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System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Directory Number Configuration


 Save

Status

 Status: Ready

Directory Number Information


Directory Number* to Urgent P

Route Partition 

Description

Alerting Name

ASCII Alerting Name

External Call Control Profile 

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.