

Manage Time Intervals

This page contains instructions on how to match calls to a certain period of time using time intervals.

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Overview of time intervals

To reach the **Time Intervals Management** page, go to **Unified Communications** in the side menu and click on the [Time Intervals](#) option under the **Assets** area. You will be able to:

- view the existing matching intervals
- define a new interval
- search the time intervals list
- edit an existing time interval
- remove unused time intervals

Add time interval

Time intervals are used on call filtering, call routing, charging plans, etc. When a new account is created, it can have a charging plan associated to it and time intervals will be used to set up that charging plan. The account is charged differently based on the call time interval. You can enter up to ten different time interval limits to a single time interval.

To add a new time interval:

1. Click the [Add Time Interval](#) icon in the **Tools** section.
2. Fill in the required information grouped into several sections.
3. Use the **+/-** buttons to add/remove several time interval limits at a time.
4. Click **OK** to confirm settings. To go back to the previous page without adding anything, click **Cancel**.
 - **Name:** A descriptive name for the time interval.
 - **Matching algorithm:** Calls can be matched to an existing time interval depending on an [algorithm](#).
 - **Individual days** – Calls are matched to this time interval if they are made or received in different days, within the time frame set in the Matching Intervals section.
 - **Interval** – Calls are matched to this time interval if they are made or received within a continuous time frame that extends over several days.
 - **Time zone:** Select the time zone in which your time interval is defined. Default value: Server default. This detail is also displayed in the time intervals list, next to the interval's name. In the description of a charging plan, this info is listed in the **Charges for Outgoing Calls** area.
 - **Start at hour and End at hour:** Specify the hours that mark the time interval limits.
 - **Start weekday and End weekday:** Select the days of the week that mark the time interval limits.
 - **Start day of month and End day of:** Select the days of the month that mark the time interval limits.
 - **Month:** Select the month that defines the time interval. If you want this time interval to be applied for all the months, select '-'.

Matching algorithm

Here you can find some examples for the different settings you can choose in the matching algorithm drop-down box.

In the time interval below, VoipNow matches the calls made or received between 8:00 AM and 8:00 PM, on Monday, Tuesday, Wednesday, Thursday and Friday, between the 1st and the 25th of July.

Users

Service Providers

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Unified Communications

Cloud Management

Charging Plans

Channels

Call Reports

Automation

Custom

CLOUD CALLING™

Unified Communications> Time Intervals Management>

Add New Time Interval(s)

Open menu ? Help Up level

Time Interval Definition

Name * Individual Days

Matching algorithm Individual days

Time zone * America/New_York

Matching Intervals

Start at hour * 8 : 00

End at hour * 20 : 00

Start weekday Monday

End weekday Friday

Start day of the month 1

End day of the month 25

Month July

Cancel

OK

In the time interval below, VoipNow matches the calls made or received between Monday, 8:00 AM and Friday, 8:00 PM, between the 1st and the 25th of July.

Users

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Call Reports

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Custom

CLOUD CALLING™

Unified Communications> Time Intervals Management>

Add New Time Interval(s)

Open menu ? Help Up level

Time Interval Definition

Name * Interval Days

Matching algorithm Interval

Time zone * America/New_York

Matching Intervals

Start at hour * 8 : 00

End at hour * 20 : 00

Start weekday Monday

End weekday Friday

Start day of the month 1

End day of the month 25

Month July

Cancel

OK

To edit a time interval, apply the same steps as above.

Search for a time interval

The system allows you to filter the list of existing time intervals using their name. Just enter the name of the interval in the text box located above the table and click the  **Search** button.

The system remembers the search criteria when a new search is performed and even after the user logs out.

Remove a time interval

To **remove a time interval**:

1. Select the interval from the table and click the Remove selected link on top of the table.
2. To finalize it, select the **Confirm removal** checkbox and click **OK**. To return to the previous page without removing the time interval, click **Cancel**.

- Related topics
- [Change timezone](#)
 - [Manage sounds](#)
 - [Manage Skins](#)