How to match calls outside business hours

Applies to VoipNow 3.X and higher!

No matter what business you're in, if you want happy customers, you need to make sure they can reach you at anytime. VoipNow helps you stay in reach, even outside business hours. All it takes it's just a few settings in the VoipNow web interface.

Step-by-step guide

Creating a matching interval

This scenario is valid for all types of accounts.

1. Log in your Organization account and go to **Unified Communications Time Intervals**.
2. Click on the **Add Time Interval** button at the top of the page.
3. Add a name for this matching interval, let's say "AfterHours".
4. Change the matching algorithm to "Individual Days."
5. Select a time zone from the drop-down list.
6. Create the **Matching Intervals** parameters to overlap with all the after hours intervals of each day, just like in the video above. In this example, we assumed that the business hours are between 10 AM till 17 PM from Monday to Friday.
7. Click **OK** to save changes.

Setting a "transfer to" incoming call rule

Now, let's create an incoming call rule to transfer all calls received outside business hours to a particular extension. In the video, we used a **Queue** extensi on.

1. Go to the **Queue extension management** page and click on the **Incoming Call Rules** button.
2. Select the **Transfer to** rule and add the extension number where the calls should be directed when the time interval selected is matched.
3. Click **OK** to save changes.

In case you're doing this setup from a **User** account, you will find the **Time Intervals** option in the **User management** page, right under **Telephony Settings**.

Related articles

- Troubleshooting CallNow calls that drop
- How to transfer incoming calls to another extension voicemail
- Troubleshooting calls and debug steps
- How to use Follow-Me
- How to prioritize VoIP traffic in the network