



Time Schedule Configuration

A time schedule comprises a group of time periods. Time schedules get assigned to partitions. Time schedules determine the partitions where calling devices search when they are attempting to complete a call during a particular time of day. For more detailed information on time schedules, refer to [“Time-of-Day Routing”](#) in the *Cisco CallManager System Guide*.

Use the following topics to find, add, update, copy, or delete a time schedule:

- [Finding a Time Schedule, page 17-2](#)
- [Adding a Time Schedule, page 17-3](#)
- [Updating a Time Schedule, page 17-4](#)
- [Copying a Time Schedule, page 17-5](#)
- [Deleting a Time Schedule, page 17-6](#)
- [Time Schedule Configuration Settings, page 17-8](#)

Finding a Time Schedule

Because you might have several time schedules in your network, Cisco CallManager lets you locate specific time schedules by using specific criteria as the basis. Use the following procedure to locate time schedules.



Note During your work in a browser session, Cisco CallManager Administration retains your time schedule search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your time schedule search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **Route Plan > Class of Control > Time Schedule**.

The Find and List Time Schedules window displays.

Step 2 From the drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Note To find all time schedules that are registered in the database, click **Find** without entering any search text.

A list of discovered time schedules displays by

- Time schedule icon
- Time schedule name



Note You can delete multiple time schedules from the Find and List Time Schedules window by checking the check boxes next to the appropriate time schedules and clicking **Delete Selected**. You can choose all time schedules in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

Step 4 From the list of records, click the time schedule that matches your search criteria. The window displays the time schedule that you choose.

Related Topics

- [Adding a Time Schedule, page 17-3](#)
- [Updating a Time Schedule, page 17-4](#)
- [Copying a Time Schedule, page 17-5](#)
- [Deleting a Time Schedule, page 17-6](#)
- [Time Schedule Configuration Settings, page 17-8](#)
- [Time-of-Day Routing, Cisco CallManager System Guide](#)

Adding a Time Schedule

The following procedure describes how to add a time schedule.

Procedure

- Step 1** In the menu bar, choose **Route Plan > Class of Control > Time Schedule**.
- Step 2** Click **Add a New Time Schedule**.
- Step 3** Enter the appropriate settings as described in [Table 17-1](#).
- Step 4** To add the new time schedule, click **Insert**.
The message “Status: Insert completed” displays.

- Step 5** To add more time schedules, click **Add a New Time Schedule** and repeat this procedure.
-

Related Topics

- [Finding a Time Schedule, page 17-2](#)
- [Updating a Time Schedule, page 17-4](#)
- [Copying a Time Schedule, page 17-5](#)
- [Deleting a Time Schedule, page 17-6](#)
- [Time Schedule Configuration Settings, page 17-8](#)
- [Time-of-Day Routing, Cisco CallManager System Guide](#)

Updating a Time Schedule

The following procedure describes how to update a time schedule.

Procedure

-
- Step 1** In the menu bar, choose **Route Plan > Class of Control > Time Schedule**.
- Step 2** Locate the time schedule that you want to update. See the [“Finding a Time Schedule” section on page 17-2](#).
- Step 3** Update the appropriate settings as described in [Table 17-1](#).
- Step 4** Click **Update**.
-

Related Topics

- [Finding a Time Schedule, page 17-2](#)
- [Adding a Time Schedule, page 17-3](#)
- [Copying a Time Schedule, page 17-5](#)
- [Deleting a Time Schedule, page 17-6](#)

- [Time Schedule Configuration Settings, page 17-8](#)
- [Time-of-Day Routing, Cisco CallManager System Guide](#)

Copying a Time Schedule

The following procedure describes how to copy a time schedule.

Procedure

- Step 1** In the menu bar, choose **Route Plan > Class of Control > Time Schedule**.
- Step 2** Locate the time schedule that you want to copy. See the [“Finding a Time Schedule” section on page 17-2](#).
- Step 3** Check the check box next to the time schedule that you want to copy.
- Step 4** Click the **Copy** icon of that time schedule.
- The window displays the copy of the time schedule.
- Step 5** Change the Time Schedule Name.
- Step 6** Update the appropriate settings as described in [Table 17-1](#).
- Step 7** Click **Insert** to add the new time schedule.



Tip You can also copy a time schedule by locating and displaying the time schedule that you want to copy and clicking **Copy**. Then, follow the instructions in [Step 6](#) and [Step 7](#).

Related Topics

- [Finding a Time Schedule, page 17-2](#)
- [Adding a Time Schedule, page 17-3](#)
- [Updating a Time Schedule, page 17-4](#)
- [Deleting a Time Schedule, page 17-6](#)

- [Time Schedule Configuration Settings, page 17-8](#)
- [Time-of-Day Routing, Cisco CallManager System Guide](#)

Deleting a Time Schedule

The following procedure describes how to delete a time schedule.

Before You Begin

You cannot delete time schedules that partitions are using. To find out which items are using the time schedule, click the **Dependency Records** link from the Time Schedule Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). If you try to delete a time schedule that is in use, Cisco CallManager displays an error message. Before deleting a time schedule that is currently in use, you must perform either or both of the following tasks:

- Assign a different time schedule to any partitions that are using the time schedule that you want to delete. See the [“Adding a Partition” section on page 18-3](#).
- Delete the partitions that are using the time schedule that you want to delete. See the [“Partition Configuration”](#) chapter.

Procedure

-
- Step 1** In the menu bar, choose **Route Plan > Class of Control > Time Schedule**.
 - Step 2** Locate the time schedule that you want to delete. See the [“Finding a Time Schedule” section on page 17-2](#).
 - Step 3** Check the check box of the time schedule that you want to delete and click **Delete Selected**.

A message displays that states that you cannot undo this action.

Step 4 To delete the time schedule, click **OK** or to cancel the deletion, click **Cancel**.

**Caution**

Before initiating this action, check carefully to ensure that you are deleting the correct time schedule. You cannot retrieve deleted time schedules. If a time schedule is accidentally deleted, you must rebuild it.

**Tip**

You can also delete a time schedule by locating and displaying the time schedule that you want to delete and clicking **Delete**.

Related Topics

- [Finding a Time Schedule, page 17-2](#)
- [Adding a Time Schedule, page 17-3](#)
- [Updating a Time Schedule, page 17-4](#)
- [Copying a Time Schedule, page 17-5](#)
- [Time Schedule Configuration Settings, page 17-8](#)
- [Time-of-Day Routing, *Cisco CallManager System Guide*](#)

Time Schedule Configuration Settings

Table 17-1 describes the time schedule configuration settings.

Table 17-1 Time Schedule Configuration Settings

Field	Description
Time Schedule Information	
Time Schedule Name	<p>Enter a name in the Time Schedule Name field. The name can comprise up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure each time schedule name is unique to the plan.</p> <p>Note Use concise and descriptive names for your time schedules.</p>
Time Periods for This Time Schedule	
Available Time Periods	<p>Choose a time period in the Available Time Periods list box and add it to the Selected Time Periods list box by clicking the down arrow button between the two list boxes.</p> <p>To add a range of time periods at once, click the first time period in the range; then, hold down the Shift key while clicking the last time period in the range. Click the down arrow button between the two list boxes to add the range of time periods.</p> <p>To add multiple time periods that are not contiguous, hold down the Control (Ctrl) key while clicking multiple time periods. Click the down arrow button between the two list boxes to add the chosen time periods.</p>

Table 17-1 Time Schedule Configuration Settings (continued)

Field	Description
Selected Time Periods	<p>This list box lists the time periods that were selected for this time schedule. To remove a time period from the list of selected time periods, choose the time period to remove and click the up arrow between the two list boxes.</p> <p>Note If multiple time periods get associated to a time schedule and the time periods overlap, time periods with Day of Year settings take precedence over time periods with Day of Week settings.</p> <p>Example: If a Time Period configured for January 1st is configured as No Office Hours and another time period is configured for the same day of the week (for example, Sunday to Saturday) as 08:00 to 17:00, the time period for January 1st gets used. In this example, No Office Hours takes precedence.</p> <p>Note Time interval settings take precedence over No Office Hour settings for the same day of the year or day of the week.</p> <p>Example: One time period specifies for Saturday as No Office Hours. Another time period specifies Saturday hours of 08:00 to 12:00. In this example, the resulting time interval specifies 08:00 to 12:00 for Saturday.</p>

Related Topics

- [Finding a Time Schedule, page 17-2](#)
- [Adding a Time Schedule, page 17-3](#)
- [Updating a Time Schedule, page 17-4](#)
- [Copying a Time Schedule, page 17-5](#)

- [Deleting a Time Schedule](#), page 17-6
- [Time-of-Day Routing](#), *Cisco CallManager System Guide*