



Time Schedule Setup

This chapter provides information to find, add, update, copy, or delete a time schedule:

For additional information, see topics related to time-of-day routing in the *Cisco Unified Communications Manager System Guide*.

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About Time Schedule Setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Class of Control > Time Schedule** menu path to configure time schedules.

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. Multiple time schedules can use a single time period.

Time Schedule Deletions

You cannot delete time schedules that partitions are using. To find out which items are using the time schedule, choose Dependency Records from the Related Links drop-down list box that is on the Time Schedule Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. If you try to delete a time schedule that is in use, Cisco Unified Communications Manager 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.
- Delete the partitions that are using the time schedule that you want to delete.



Caution

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

Time Schedule Settings

The following table describes the time schedule settings.

Table 1: Time Schedule Settings

Field	Description
Time Schedule Information	
Name	<p>Enter a name in the Name field. The name can comprise up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure that each time schedule name is unique to the plan.</p> <p>Note Use concise and descriptive names for your time schedules.</p> <p>Cisco Unified Communications Manager provides the All the time schedule. This special, system time schedule includes all days and all hours, is published to users, and cannot be deleted; this time schedule can be copied.</p>
Description	Enter a description for this time schedule.
Time Period Information	
Available Time Periods	<p>This field displays after a time schedule has been added.</p> <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>

Field	Description
Selected Time Periods	

Field	Description
	<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. To reorder the selected time periods, choose a time period and click the up and down arrows to the right of this list box.</p> <p>Scenario 1:</p> <p>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. Day of Year is applicable when Year on value is set and the until value is left blank.</p> <p>Example: If a Time Period configured for January 1 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 1 gets used. In this example, No Office Hours takes precedence.</p> <p>Scenario 2:</p> <p>If multiple time periods are associated to a time schedule and the time periods overlap, time periods with Day of Week settings take precedence over time periods with Range of Days settings. Range of Days applies to when Year on and until values are set, even if they are configured for the same day.</p> <p>Example: If a Time Period configured for Day of Week (for example, Sunday to Saturday) is configured as No Office Hours and another time period is configured for January 1 until December 31 as 08:00 to 17:00, the time period for Day of Week is used. In this example, No Office Hours takes precedence.</p> <p>Scenario 3:</p> <p>If multiple time periods are associated to a time schedule and the time periods does not overlap. However, overlap in a day, then the single day period takes precedence and other time periods for that day is ignored.</p> <p>Example 1: Three time periods are defined in the time schedule:</p> <p>Range of Days: Jan 1 - Jan 31: 09:00 - 18:00</p> <p>Day of Week: Mon - Fri: 00:00 - 08:30</p>

Field	Description
	<p>Day of Week: Mon - Fri: 18:30 - 24:00</p> <p>In this case, even though the times are not overlapping, Range of Days is ignored for a call on Wednesday at 10:00.</p> <p>Example 2: Three time periods are defined in the time schedule:</p> <p>Single Day: Jan 3 2017 (Tues): 09:00 - 18:00</p> <p>Day of Week: Mon - Fri: 00:00 - 08:30</p> <p>Day of Week: Mon - Fri: 18:30 - 24:00</p> <p>In this case, even though the times are not overlapping, Day of Week is ignored for a call on Jan 3 at 20:00.</p> <p>Note If Day of Year settings is configured, then the Day of Year settings is considered for the entire day (24 hours) and Day of Week settings, Range of Days settings for that particular day is ignored.</p> <p>Scenario 4:</p> <p>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>

