

How to change the schedule for our Auto Attendant?

18 Thu, Jan 28, 2021 Account Administration

Question

How to change the schedule for our Auto Attendant?

Answer

To change the schedule for your Auto Attendant, you can use the following steps:

Log into the **MAXcore 2.0** portal with the your admin credentials.

After login, the admin will be presented with the MAXcore homepage, they will navigate **Customer Group Management** page by selecting **Groups**

 **Groups** from the left navigation menu. Next select the group where the Auto Attendant is located.

This will take you to the **Group Details** section. Look for the tab labeled **Auto Attendants**

Auto Attendants

click on the **Auto Attendant** tab then select the auto attendant you need to make the change.

Under the **Auto Attendant Details** section, You will go to the **Schedules** section where you should see an already existing schedule which was previously created specifically for this auto attendant. Choose the edit icon  next to the schedule

you need to change. Now by choosing the edit icon you will be able to change the details of this existing schedule. You can change

Start Day

End Day

Start Time

End Time

If you need to add a day that does not already exist on the current schedule like a weekend day like a Saturday/Sunday or a time outside of the current schedule. You can select  and add the day or time needed if it does not already exist in the auto attendant schedule.

If you need to modify the current schedule to a new updated schedule, you can select **Add Schedule** and create a new schedule for the auto attendant to follow; then once the new schedule is created, you are able to delete the old schedule by selecting the delete icon to the right of the old schedule 

To add a schedule:

Adding a schedule: Click green ADD button which will take you to the schedule details section so you can add a new schedule.. Under schedule details, you can select the start day, end day, start time, and end time. Once these fields are set, you will be able to save the schedule by clicking the CREATE.

Use Custom Schedule

Schedules + Add Schedule

| Day Range | Time Range | Action |
|-----------------|---------------|---|
| MONDAY - FRIDAY | 09:00 - 17:00 |   |

Create Schedule

Schedule Details

Start Day *

End Day *

Start Time * :

End Time * :

* Required fields

Cancel Create

Schedules

| Day Range | Time Range | Action |
|-----------------|---------------|---|
| MONDAY - FRIDAY | 09:00 - 17:00 |   |