How to change the schedule for our Auto Attendant?

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Question

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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.
Group

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

| Auto Attendants | click on th**e 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 [✚ Add Schedule] 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.

Create Schedule

Schedule Details

Start Day *   --Please select-- ∨
End Day *   --Please select-- ∨
Start Time *   HH : MM
End Time *   HH : MM

* Required fields

Cancel   Create

Schedules

Day Range	Time Range	Action
MONDAY - FRIDAY	09:00 - 17:00	✎ 🗑