

The Inbound Line Controls page is a tool for creating scheduled downtimes for inbound calls, enabling the user to disable any number of inbound lines for a set amount of time well in advance, that will automatically start and end when the scheduled times are reached.

HOME | Timeclock | Chat | Logout (6666) | Change language Wednesday March 13, 2024 16:38:43 PM

**Inbound line controls:**

**These settings will disable the inbound lines for the selected locations:**

1) Please select the locations that you wish to disable Inbound calling:

USA  
 MLA  
 All locations

2) While the inbound lines are down, please play the following turn-away message: [\(edit default messages\)](#)

Meeting [change](#)     Closed [change](#)     Inclement weather [change](#)     Custom [change](#)

[Set as defaults](#) ==>>>    [california](#)    [SPP\\_461\\_03\\_mayor2](#)    [SPP\\_461\\_02\\_mayor](#)    [hal\\_goodbye](#)

3) Select the dates and times that the inbound lines should be down:

to  
 :  to  :

**\*\* All times for inbound disable are in EDT time, using 24-hour military time \*\***

4) Hit Submit to Execute : [SUBMIT](#)

**1. Locations** - locations are defined in the system settings container "INBOUND\_LINE\_CONTROLS". Through the settings container, locations have assigned to them any number of call times. In turn, call times have holidays assigned to them, and these holidays are what are used to store/manage the downtimes and messages played. Call times are then assigned to callmenus and ingroups.

**2. Messages** - There are four categories of downtime message: meeting, closed, inclement weather, and custom - one of these must be selected in order to submit a downtime interval. Each category can have a default message assigned to it, but a different message can be used instead of the default by clicking "change" next to the selected category, and then from the audio store window that appears the user can select an alternate message to play for the interval. This will NOT set the selected audio file as the default message, however - see item 2a below.

If no default message is set for the selected category, then the user MUST click "change" and choose an audio file - a downtime interval cannot be submitted without selecting an audio file to play.

**2a. Default messages** - If at any point the user wishes to set a new audio file as a default for a particular message category (or change an existing one), the user only needs to select an audio file using the "change" steps detailed in the "Messages" section, and then clicking the green "Set as defaults" button. This feature does not require the web form to be fully filled out and can be done at any time. The default messages can be reviewed, and also changed manually, by clicking the "edit default messages" link to go to the page for the INBOUND\_LINE\_CONTROLS settings container.

The "change" links for the meeting, closed, and weather categories, the "edit default messages" link, and the "Set as defaults" button will not appear if the user does not have level 9 access. Level 7 and 8 users can still use this page but can only change the custom message and not set it as a default.

**3. Start and end times** - these determine when the downtime intervals will start and stop, and are mandatory. When filling these out, the user must have a start date/time that is earlier than the end/date time, and also the end date/time must be for an upcoming time. The start date/time does not have the latter restriction, thereby allowing users to submit downtime intervals that activate immediately by setting a start date/time that has already passed. Downtime intervals are continuous, meaning if you have a start date/time of 2024-01-01 09:00am and an end time of 2024-01-02 05:00pm, it will be one long 32-hour interval, not two 9am-5pm intervals for 2024-01-01 and 2024-02-02. All times are in military 24-hour format, and follow the time zone set on the web server this is being used from.

Downtime intervals can overlap; however, exact duplicate downtimes for a location (meaning intervals that have the exact same start and end date/times for a location) are not permitted.

4) Hit Submit to Execute : **SUBMIT**

CURRENTLY LIVE DOWNTIMES:

	Created By	Interval Start Date/Time	Interval End Date/Time	Location	Message	Status	Last Modified	Last Modified By
<b>MODIFY</b> <b>RESUME</b>	6666 Admin user	2024-03-13 16:00	2024-03-13 17:00	USA	CLOSED <a href="#">Play message</a>	LIVE	2024-03-13 16:37:29	

UPCOMING SCHEDULED DOWNTIMES:

	Created By	Interval Start Date/Time	Interval End Date/Time	Location	Message	Status	Last Modified	Last Modified By
<b>MODIFY</b> <b>CANCEL</b>	6666 Admin user	2024-03-14 12:00	2024-03-14 12:30	USA, MLA	MEETING <a href="#">Play message</a>	SCHEDULED	2024-03-13 16:38:42	
<b>MODIFY</b> <b>CANCEL</b>	6666 Admin user	2024-03-14 10:00	2024-03-14 11:00	MLA	WEATHER <a href="#">Play message</a>	SCHEDULED	2024-03-13 16:37:57	

Recent Completed/Cancelled Disabled Inbound - past 100 days:

Created by	Interval start date/time	Interval end date/time	Location	Message	Status	Last Modified	Modified By
6666, Admin user	2024-02-26 10:00	2024-02-29 22:00	MLA	WEATHER - SPP_461_02_mayor	CANCELLED	2024-02-23 14:52:05	6666
6666, Admin user	2024-02-23 17:25	2024-02-27 21:20	MLA	WEATHER - SPP_461_02_mayor	CANCELLED	2024-02-23 17:26:04	6666
6666, Admin user	2024-02-21 00:00	2024-02-23 10:00	MLA	WEATHER - SPP_461_02_mayor	CANCELLED	2024-02-23 14:52:05	6666

**Live/upcoming downtimes** - Once a downtime interval has been scheduled, it will appear below the interval submission form. Downtimes are ordered such that live downtimes are listed first, followed by scheduled downtimes that haven't activated yet. You can also listen to the message that is to be played during the downtime by clicking the "Play message" link for the corresponding downtime.

The page is constantly checking to see if a live downtime is ending or an upcoming downtime is starting, and will trigger a refresh when either event occurs. This will move a scheduled downtime into the live downtime section and/or a completed live downtime into the completed section further below. Downtimes that complete in this way will then appear in the "Recent Completed/Cancelled Disabled Inbound" section with a status of "COMPLETED".

A live downtime can be terminated by clicking the red "RESUME" button next to it, and an upcoming scheduled downtime can be cancelled by clicking the red "CANCEL" button next to it. These will then appear in the "Recent Completed/Cancelled Disabled Inbound" section with a status of "CANCELLED".

UPCOMING SCHEDULED DOWNTIMES:

	Created By	Interval Start Date/Time	Interval End Date/Time	Location	Message	Status	Last Modified	Last Modified By
<b>MODIFY</b> <b>CANCEL</b>	6666 Admin user	2024-03-14 12:00	2024-03-14 12:30	USA, MLA	MEETING <a href="#">Play message</a>	SCHEDULED	2024-03-13 16:38:42	
		Modify disabled inbound interval: 2024-03-14 12:00 To: 2024-03-14 12:30 <a href="#">UPDATE INTERVAL DATE/TIMES</a>						
<b>MODIFY</b> <b>CANCEL</b>	6666 Admin user	2024-03-14 10:00	2024-03-14 11:00	MLA	WEATHER <a href="#">Play message</a>	SCHEDULED	2024-03-13 16:37:57	

**Modifying scheduled downtimes** - if for any reason a scheduled downtime needs to have its start and/or end date/times modified, this can be done by clicking the green "MODIFY" button by the interval, and changing either date/time to the desired values and clicking the blue "UPDATE INTERVAL DATE/TIMES". These will still be

checked so that the start date/time is before the end date/time and that the fields are filled out appropriately before updating. Once updated, the new times will be immediately displayed on the screen.

Users are not permitted to modify the start date/time for a LIVE interval; however, they can still edit the end date/time in the same manner as above.

**Recent Completed/Cancelled Disabled Inbound** - past X days - this section shows any completed or cancelled intervals whose end dates are within the number of days defined by the "display\_completed\_days" variable value in the "INBOUND\_LINE\_CONTROLS" settings container. These are ordered in reverse chronological order based on the interval end date/time.

MODIFY SETTINGS CONTAINER: INBOUND_LINE_CONTROLS	
Container ID:	<b>INBOUND_LINE_CONTROLS</b>
Container Notes:	<input type="text" value="Container for inbound line controls page"/> ?
Container Type:	OTHER ?
Admin User Group:	---ALL--- ?
Container Entry:	<pre>locations =&gt; USA, MLA affected_calltimes_USA =&gt; 711211, test affected_calltimes_MLA =&gt; 711215, test8ct1, test8ct2 display_completed_days =&gt; 100 meeting =&gt; california closed =&gt; SPP_461_03_mayor2 weather =&gt; SPP_461_02_mayor custom =&gt; hal_goodbye</pre> ?

**Settings container:**

The inbound line controls page depends on a settings container in Vicidial named INBOUND\_LINE\_CONTROLS.

Several variables stored in the INBOUND\_LINE\_CONTROLS settings container can be dynamically written/overwritten by using the inbound line controls web page, but some must be entered manually by the user in order for the page to work properly.

All variables are of the form "variable\_name => value".

## Required variables:

**"locations"** - the value of "locations" must be a comma-delimited string of alphanumeric values, which are used to group call times that the downtime intervals are applied to. The values are arbitrary and there is no limit to the number of locations that can be defined, but they must be alphanumeric values, with no special characters or spaces in them. These are shown at the beginning of the web page as a list of radio buttons from which the user can select a single location or an "All locations", which will affect every location defined in the settings container.

**"affected\_calltimes"** - For each location that you define, you must also declare a corresponding "affected\_calltimes" variable in the settings container, and assign to them call times that your dialer uses. The naming convention for each affected\_calltimes variable must follow the form "affected\_calltimes\_<location>", where "<location>" is one of the locations defined by the "locations" variable. For example, if you define a "locations" variable such as "locations => USA,CANADA", there needs to be an "affected\_calltimes\_USA" variable and an "affected\_calltimes\_CANADA" variable defined in the container.

Values for the "affected\_calltimes" variables must be comma-delimited strings of call time IDs corresponding to call time IDs defined in the admin's call times page (ex: the default "24hours" call time).

**"display\_completed\_days"** - this variable determines how many days to display completed/cancelled downtime intervals at the bottom of the web form after the intervals have completed. The interval end date/time is used to determine this. The default is 30 days but can be any integer.

## Optional variables:

### **"meeting", "closed", "weather", "custom"**

Each of these are the names of default audio files that are preloaded into the web page to be used for their respective downtime type. You may manually change them on the settings container screen, but it's faster and easier to use the web page to do so. Not having them set simply means the page won't have preloaded messages for the corresponding downtime types.