## Clarity Quick Tips – Holiday Call Routing

## Setting Up Your Holiday Call Routing is as Easy 1, 2, 3

1. Navigate to **portal.clarityvoice.com**, you should see the login page:

Franc	bisePhones phone system in a box
Logi	n Name
exte	nsion@domain
Pass	word
••••	•
	Log In
	Powered by Clarity®

2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login**.



	FranchisePhones <sup>®</sup> phone system in a box*
Log	jin Name
Pas	sword
	Log In
	Forgot Login Name   Forgot Password

3. The main landing page has several tabs. To create a Holiday Time Frame, click the **Time Frame** tab. **\*NOTE**: If you already have a holiday Time Frame created, skip to the next step.



• Click Add Time Frame



• Hover of the Holidays Time Frame and click the pencil icon at the far right to edit

	and the second		
Holidays	Specific Dates	clarity	<b>&gt;</b> Ø 😣

• Click the **Calendar** icon and choose the date and time calls should begin their Holiday forwarding. Click the '**to**' Calendar icon and choose the date and time calls should stop their Holiday forwarding.



## Edit Holidays

	Name	Holidays		Note	a: N	lame o	anno	ot be	chan	ged			
Sunday	12:00 am	6:00 am		12:00 pm					6:00	pm			
] Monday	12-00 mm	6:00 am		12-00 pm					6.00	000			11-50 pm
] Tuesday										p			
	12:00 am	6:00 am		12:00 pm	ſ	0	M	love	6:00	pm r 2018	;	0	11:59 pm
Wednesday	12:00 am	6:00 am		12:00 pm	ï	Su	Mo	Tu	We	Th	Fr	Sa	11:59 pm
Thursday						4	E.	c	7	1	2	3	
j Thursday	12:00 am	6:00 am		12:00 pm		4	5 12	6 13	14	8 15	9 16	10	11:50 pm
						18	19	20	21	22	23	24	
Friday	12:00 am	6:00 am		12:00 pm		25	26	27	28	29	30		11:50 pm
						Time		8:00	) am				
Saturday	12:00 am	6:00 am		12:00 pm		Hour Minut	e (			_			11:50 pm
	Specific dates or ranges	11/21/2018 4:00 p	m	i t	10	11/26/2	2018	8:00	am				<b>H</b>
		12/25/2018 12:00	am	盖 t	0	12/25/2	2018	11:5	9 pm				<b>*</b> ×
		01/01/2019 12:00	am	i t	0	01/01/2	2019	11:5	9 pm				<b>ii</b> 🔀

- In this example, calls begin their forwarding at 4pm on Nov. 21st and end at 8am on Nov. 26th.
- Click Save

4. Add the Holiday Time Frame to your call routing. **\*NOTE**: if you already have a Holiday Time Frame in your call routing, skip to the next step.

- Click the Inventory button to see which user your number(s) is routing to
  - In this example, the number is routing to User 300

×

Clarity Fearchine (" Johns rythms is a box"		Office A	nywhere Web   Support Center   💄	Phone 200 (200) +
Home Call Center Use	rs Auto Attendants Call Quee	ues Time Musik Frames Ho call History	con Inventor Smart Routing	# Analytics
	Report	8		
Inventory				C
Phone Numbers				
Filters				
Phone Number -	Treatment	Destination	Notes	
(248) 910-2943	User	300 (Main Routing)	Demo	

- Click the **Users** button to add or edit the Holiday Answering Rule
  - Locate and click the user for which your numbers are routing to. In this example, the number is routing to User 300. \*NOTE: If you do not see the User your numbers are routing to, you may need to un-check 'Hide System Users' at the bottom of the page.

Franchaud's cover a parme system is a box*	Office Anywhere Web   Support Center   💄 Phone 200 (200) -
Home Call Center Users Auto Call Queues Fram	Base Music On Inventory Smart Analytics
Scheduled Reports	a day
Users	0
Enter name, extension, or dept. Q	
Name Name	Extension Department
Phone 200	200 🥥
Phone 201	201 🥥
Phone 202	202 🥥
Phone 203	203 0
Main Routing	300 🥥
Test User Setup Required	335
	555

• Click the Answering Rules tab, then click Add Rule

Users / Main Routing	(300)	c
Profile Answering Rules	Voicemail Advanced	
Ring for 15 + seconds		Allow / Block Add Rule
Time Frame	Description	Star Codes
Iunch Disabled	Forward always to 1 (555) 555-1212	
Default Active	Forward always to Call Queue - 300 (Main Queu Forward when unanswered to Voicemail - 200 (F	ue) Phone 200)

- Choose the **Holiday Time Frame** from the drop down box
- Check **Always** and enter an 11-digit phone number or voicemail box

Time Frame	Select a time frame Select a time frame Daytime Office Hours Holiday Junch (in use)	This is when your answering rule will apply
Call Forwarding	Always  When busy  When unanswered  When offline	15555551212 Extension, number or phone Extension, number or phone Extension, number or phone
	Simultaneous ring	<ul> <li>Include user's extension</li> <li>Ring all user's phones</li> <li>Answer confirmation for offnet numbers</li> <li>Extension, number or phone</li> <li>0</li> </ul>
	Just ring user's exten	ision

• Click Save

5. If a Holiday Time Frame is **already added** to your call routing:

- Make sure the Holiday Time Frame is listed as the top rule. This will ensure the rule will activate 'first' on the holiday date/times
- Review where calls are routing to. If the forwarding number is correct, the you're all set.
- To change the forwarding number, hover over the Holiday Time Frame and click the pencil icon at the far right



• Enter the new 11-digit forwarding number or extension voicemail



Time Frame	Holiday	<ul> <li>This is when your answering rul</li> </ul>	e will apply
	Enabled		
	🔲 Do not disturb	1	
	Call screening		
Call Forwarding	<ul> <li>Ahways</li> </ul>	15555551212	
	When busy	Extension, number or phone	
	When unanswered	Extension, number or phone	
	When offline	Extension, number or phone	
	Simultaneous ring	☑ Include user's extension	
		Ring all user's phones Answer confirmation for offeet numbers	
		Extension, number or phone	۲
	🔲 Just ring user's exter	nsion	

• Click Save

If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: https://clarityvoice.com/support/

**CLICK HERE FOR MORE CLARITY QUICK TIPS!** 

