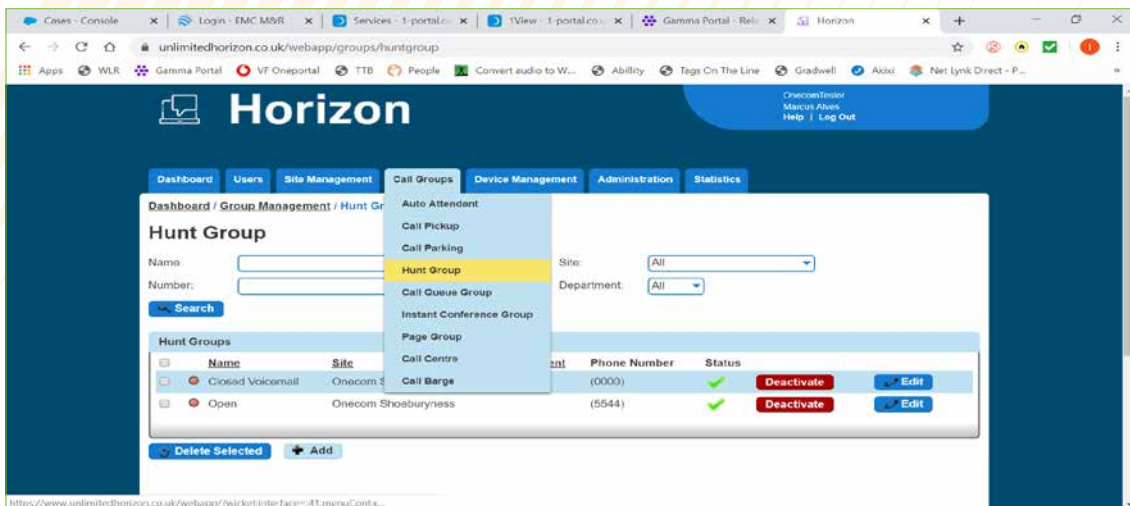


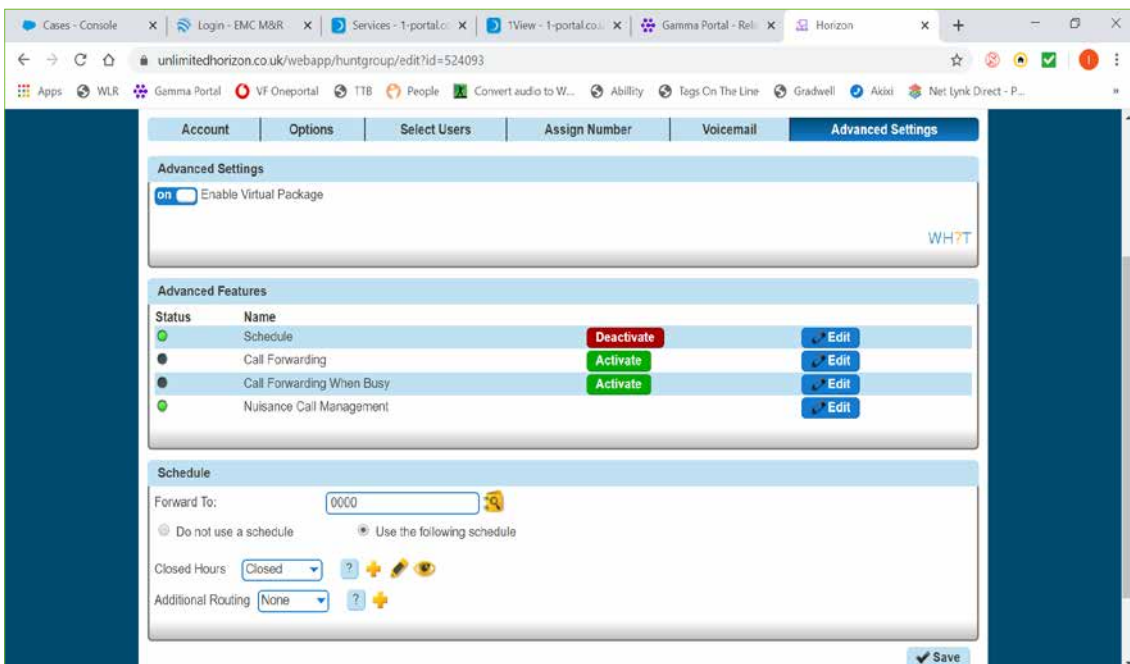


Amending Horizon Schedules for Temporary Closures

1. From the Horizon Dashboard, go to **Call Groups - Hunt Groups** and click **Edit** on the relevant hunt group.



2. Click on **Advanced Settings** and then click **Edit** next to Schedule



Forward To:

0000



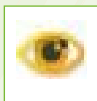
The number calls are diverted to during the scheduled hours – in this example it's a voicemail hunt group



Add a new schedule



Edit the existing schedule



View the current schedule

- To add a temporary schedule for short closures like bank holidays, you will need to use additional routing to override the main schedule. This will return to normal when the event ends.

March 2020							month	week	day	X
Mon	Tue	Wed	Thu	Fri	Sat	Sun				
24	25	26	27	28	29	1				
						Weekend Closed				
2	3	4	5	6	7	8				
0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	Weekend Closed	Weekend Closed				
9	10	11	12	13	14	15				
0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	Weekend Closed	Weekend Closed				
16	17	18	19	20	21	22				
0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	Weekend Closed	Weekend Closed				
23	24	25	26	27	28	29				
0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	0:00 - 8:00 Weekday AM 18:00 - 23:59 Weekday PM	Weekend Closed	Weekend Closed				

As you can see from the schedule, the current opening hours are 8 AM – 6 PM Monday – Friday, so this schedule is broken into 3 separate sections, AM, PM and then weekend.

4. Click the **Plus** next to **Additional Routing** to create a new schedule, choose a different colour than the normal schedule so you can differentiate between the two, **add a name** and click **Create**.

The screenshot shows the 'Create Event' dialog box with the following fields: Name: Training, All Day Event: ☐, Start Date: 03/10/2020, Time: 08:00, End Date: 03/10/2020, Time: 12:00, Recurs: Never. A 'Create' button is at the bottom.

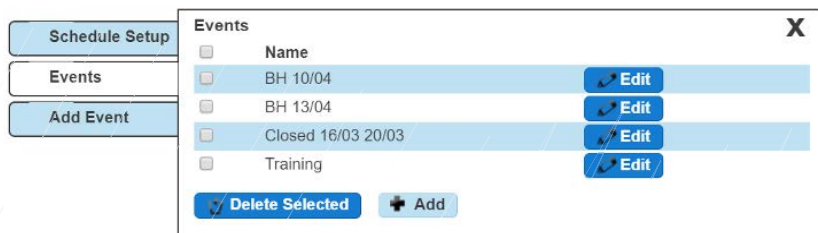
5. If you're closing for 1 or more consecutive days, **enter the relevant date(s)** and click **Create**. The below examples shows a single day closure followed by a 4 day closure. The weekend is already set as closed and not included.

The screenshot shows the 'Create Event' dialog box with the following fields: Name: Closed 16/03, All Day Event: ☒, Start Date: 03/16/2020, End Date: 03/16/2020, Recurs: Never. A 'Create' button is at the bottom.

The screenshot shows the 'Create Event' dialog box with the following fields: Name: Closed 16/03 20/03, All Day Event: ☒, Start Date: 03/16/2020, End Date: 03/20/2020, Recurs: Never. A 'Create' button is at the bottom.

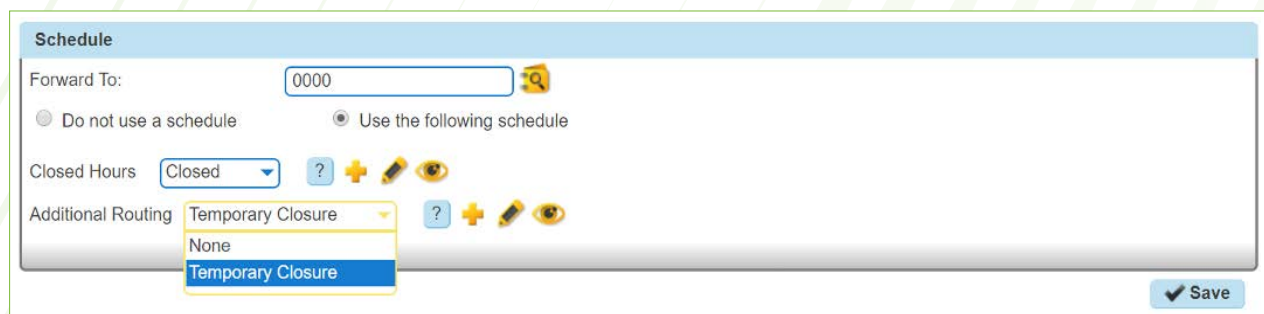
6. If you will only be closing for part of the day, **untick the All Day Event option** and then select the closure times from the dropdowns.

7. Once you've created your event, you can continue to add further events, like bank holidays.



Events	
<input type="checkbox"/>	Name
<input type="checkbox"/>	BH 10/04 Edit
<input type="checkbox"/>	BH 13/04 Edit
<input type="checkbox"/>	Closed 16/03 20/03 Edit
<input type="checkbox"/>	Training Edit
Delete Selected Add	

8. You can now close this pop up box, **select your new schedule** in the drop down and click **Save**.



Schedule

Forward To: 🔍

☐ Do not use a schedule ☒ Use the following schedule

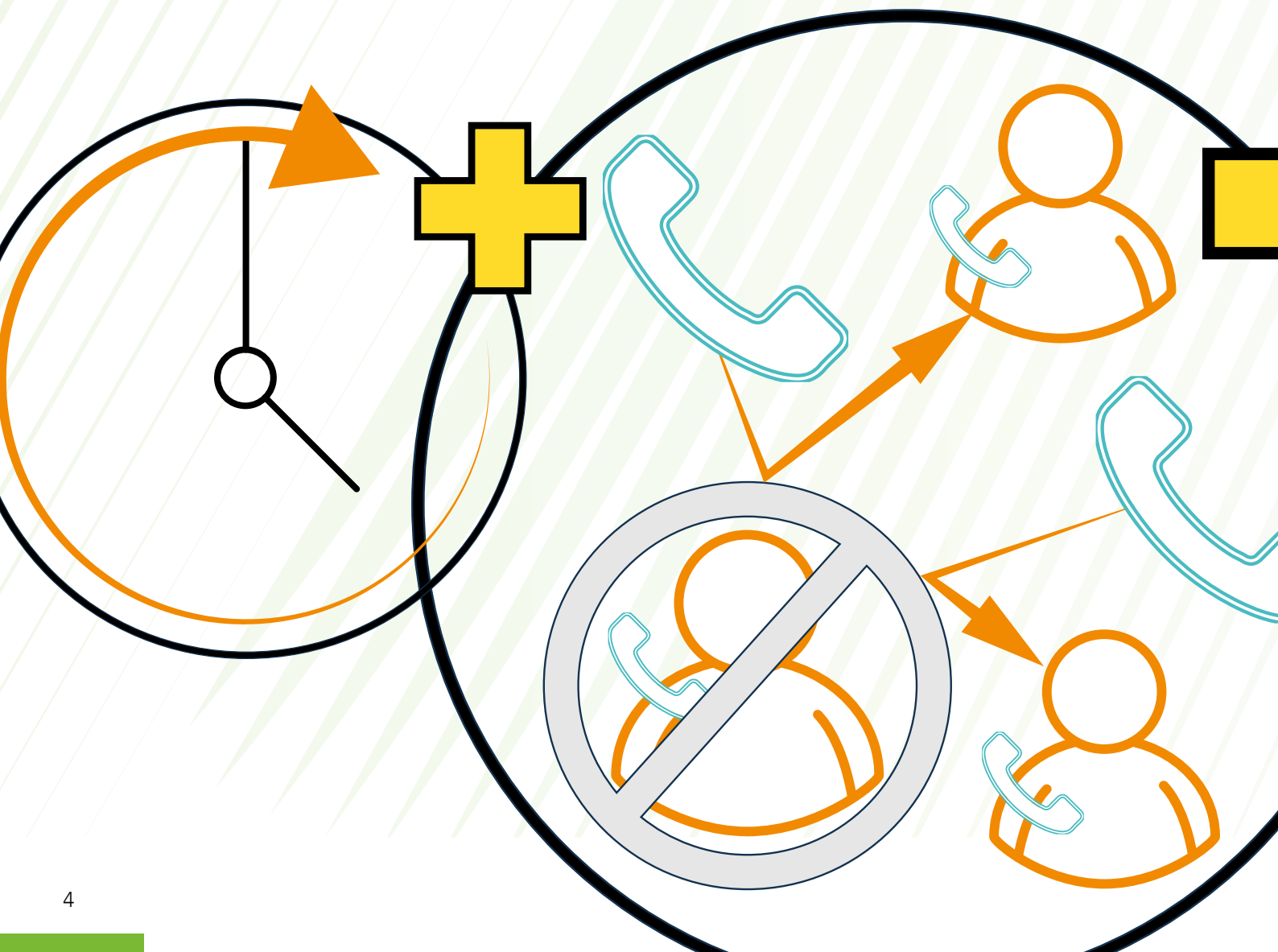
Closed Hours: Closed ? + 🔍 👁

Additional Routing: Temporary Closure ? + 🔍 👁

None

Temporary Closure

✓ Save





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