



How to close down early

37 Steps

Created by

Bridge CARE Team

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March 20, 2023

Last Updated

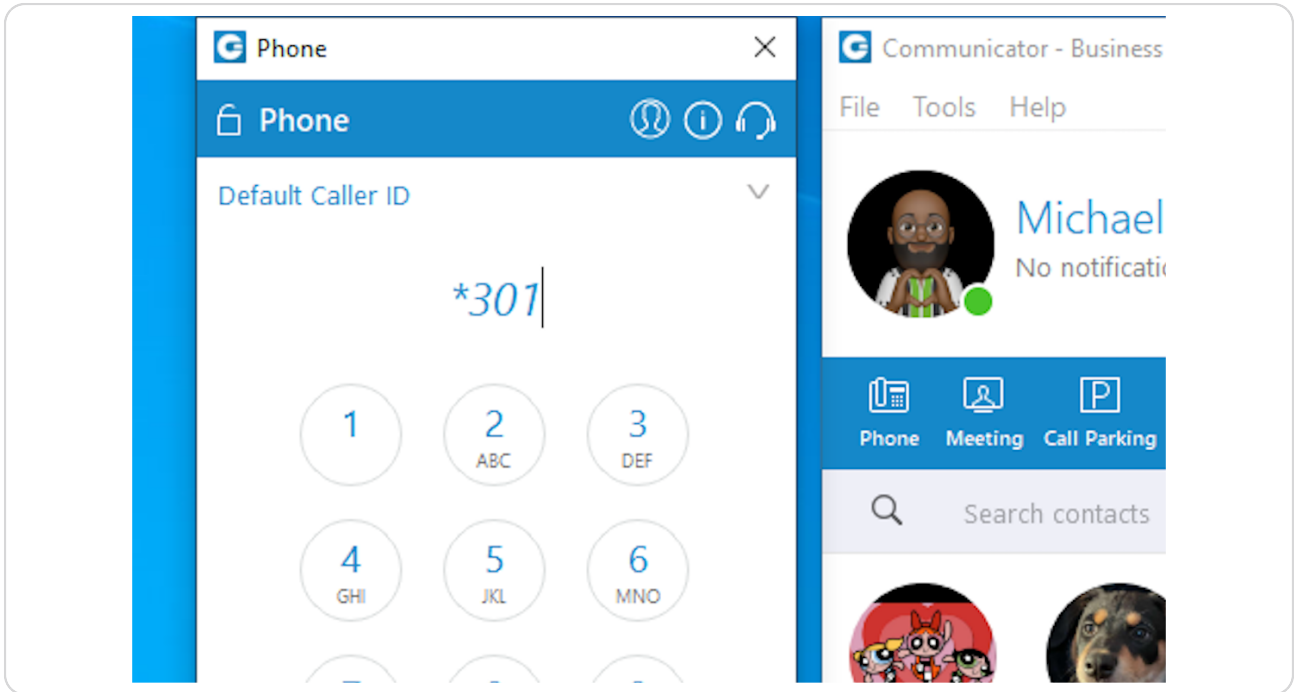
March 22, 2023



STEP 1

Dial *301 from softphone or desk phone

Follow the instructions to listen to your recording and save the recording.



STEP 2

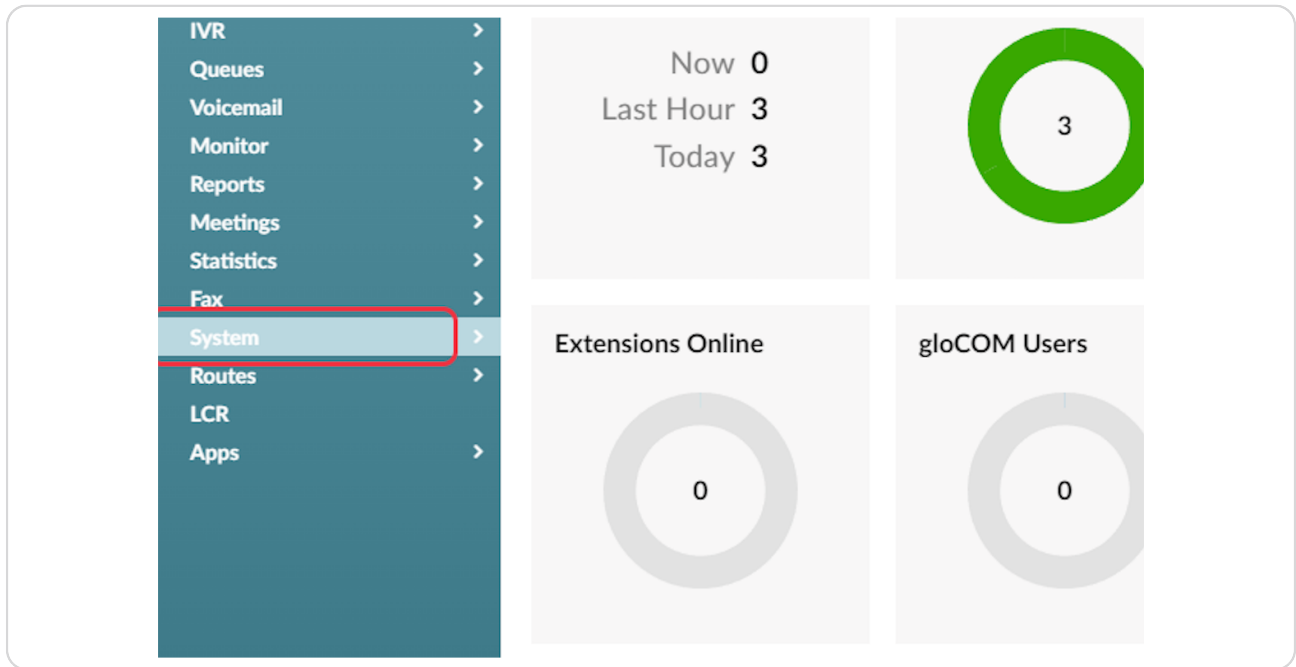
Go to (yourserver).yourbluewave.com

Alternatively, you can also click on Self Care if you have been set up by the CARE team.

Servers: blucom.yourbluewave.com, blucom1.yourbluewave.com, blucom2.yourbluewave.com, blucom3.yourbluewave.com

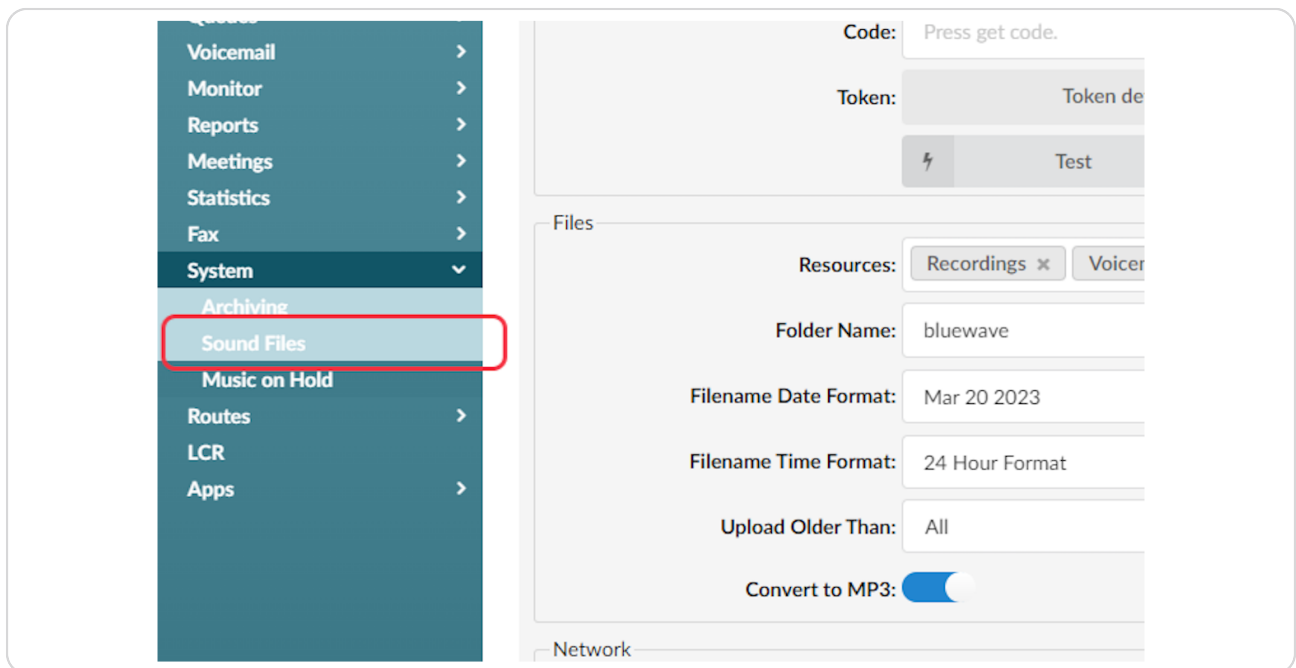
STEP 3

Click on System



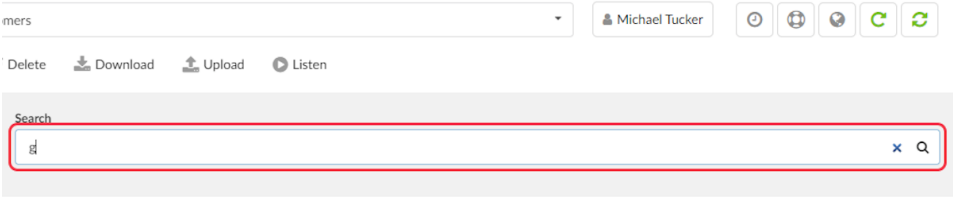
STEP 4

Click on Sound Files



STEP 5

Remove the letter "a" and replace it with "g"

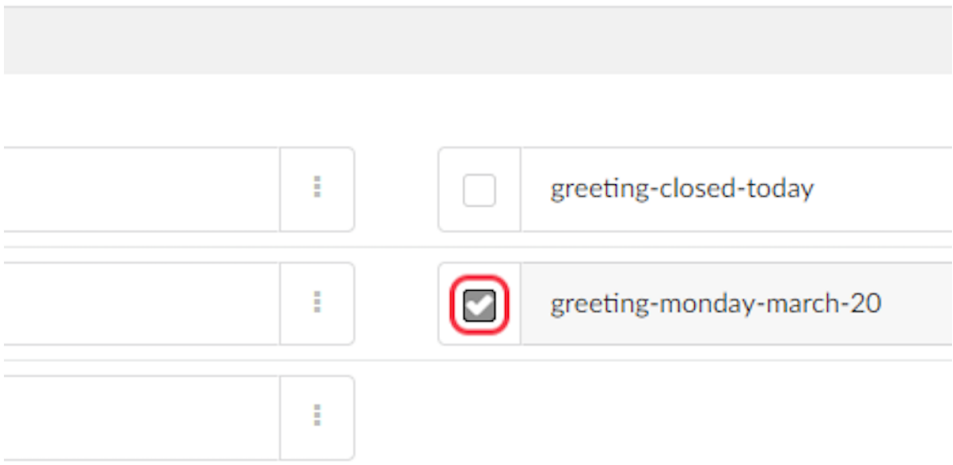


A screenshot of a user interface showing a search bar. The search bar contains the letter 'a' and is highlighted with a red border. Above the search bar, there is a dropdown menu with 'mers' selected, a user profile for 'Michael Tucker', and several icons (clock, globe, trash, refresh, refresh). Below the search bar, there are buttons for 'Delete', 'Download', 'Upload', and 'Listen'.

STEP 6

Select your recording

The recording from the greeting will have the date of the recording.



A screenshot of a list of recordings. The list has a grey header bar. Below the header, there are three rows of recordings. Each row has a text input field on the left and a checkbox on the right. The first row has an empty input field and an unchecked checkbox. The second row has an empty input field and a checked checkbox, which is highlighted with a red border. The third row has an empty input field and an unchecked checkbox. The text next to the checked checkbox is 'greeting-monday-march-20'.

STEP 7

Rename your Greeting.

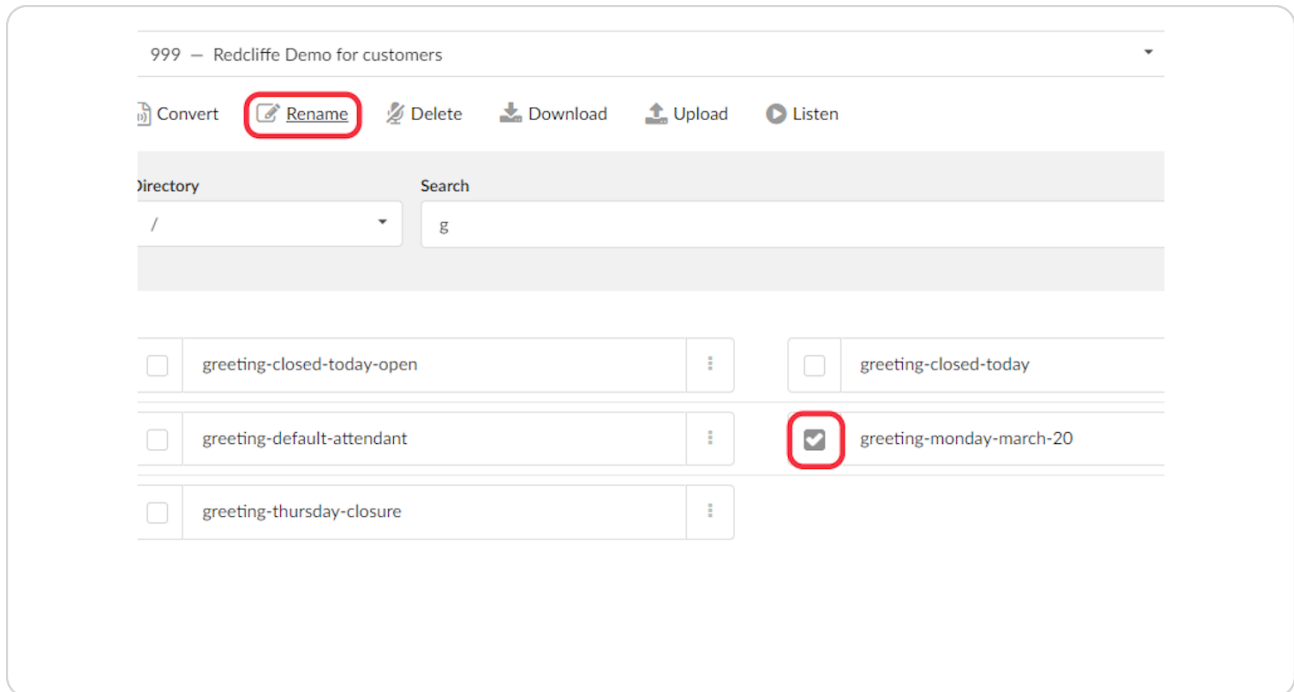
When renaming the greeting, do not use spaces, use hyphens. For example greeting-early-closure.

The screenshot shows a list of greetings within a rounded rectangular container. At the top, there are two greyed-out text input fields. Below them is a list of three greeting items, each with a three-dot menu icon on the left and right. The first item is 'greeting-closed-today' with an unchecked checkbox. The second item is 'greeting-monday-march-20' with a checked checkbox and is highlighted by a red rectangular border. The third item is partially visible and has an unchecked checkbox.

STEP 8

Click on Rename

Make sure the greeting is still selected and click rename.



999 — Redcliffe Demo for customers

Convert **Rename** Delete Download Upload Listen

Directory: / Search: g

<input type="checkbox"/>	greeting-closed-today-open	⋮	<input type="checkbox"/>	greeting-closed-today
<input type="checkbox"/>	greeting-default-attendant	⋮	<input checked="" type="checkbox"/>	greeting-monday-march-20
<input type="checkbox"/>	greeting-thursday-closure	⋮		

STEP 9

Click on DIDs

Find the main agency number and locate the destination. The destination should point to a ring group or an IVR

The screenshot shows the DAVE user interface. On the left, a dark teal sidebar contains a navigation menu with items: Home, Settings, Dashboard, Extensions, **DIDs** (highlighted with a red box), Conferences, Ring Groups, IVR, Queues, Voicemail, Monitor, Reports, Meetings, and Statistics. The main content area at the top shows a header with the DAVE logo and a search bar containing '999 - Redcliffe Demo for customers'. Below this is a green notification bar: 'Renamed 'greeting-monday-march-20' successfully.' A row of action icons includes Convert, Rename, Delete, Download, and an upload icon. The 'Directory' section features a dropdown menu with a slash '/' and a search input field containing 'g'. Below the search, there is a list of items with checkboxes: 'greeting-closed-today-open' and 'greeting-default-attendant'.

STEP 10

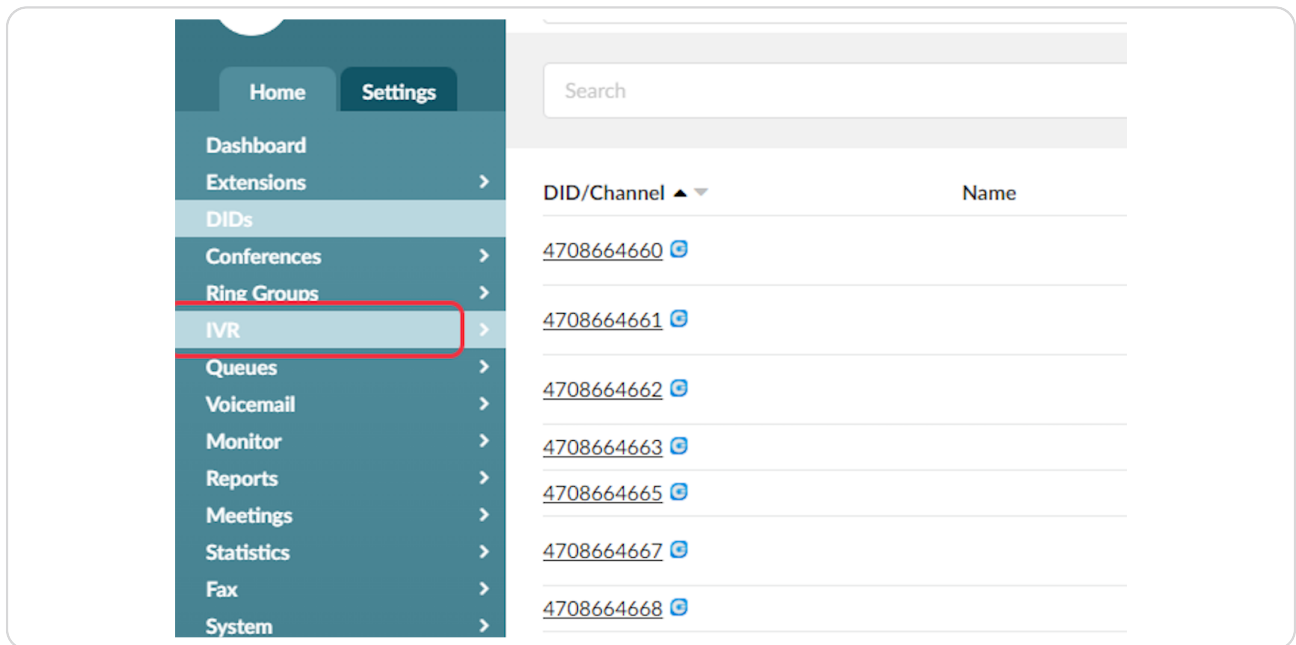
Find Your main number that is labeled Agency Main

The screenshot shows the DAVE user interface with the 'DIDs' menu item highlighted in red in the sidebar. The main content area displays a table with the following columns: DID/Channel, Name, and Provider. The table contains two rows of data. The second row has 'Agency Main' in the Name column, which is circled in red. Below the table, there is a 'previous' link with a left-pointing arrow.

DID/Channel ▲▼	Name	Provider
[Redacted]	[Redacted]	Generic SIP
[Redacted]	Agency Main	Generic SIP

STEP 11

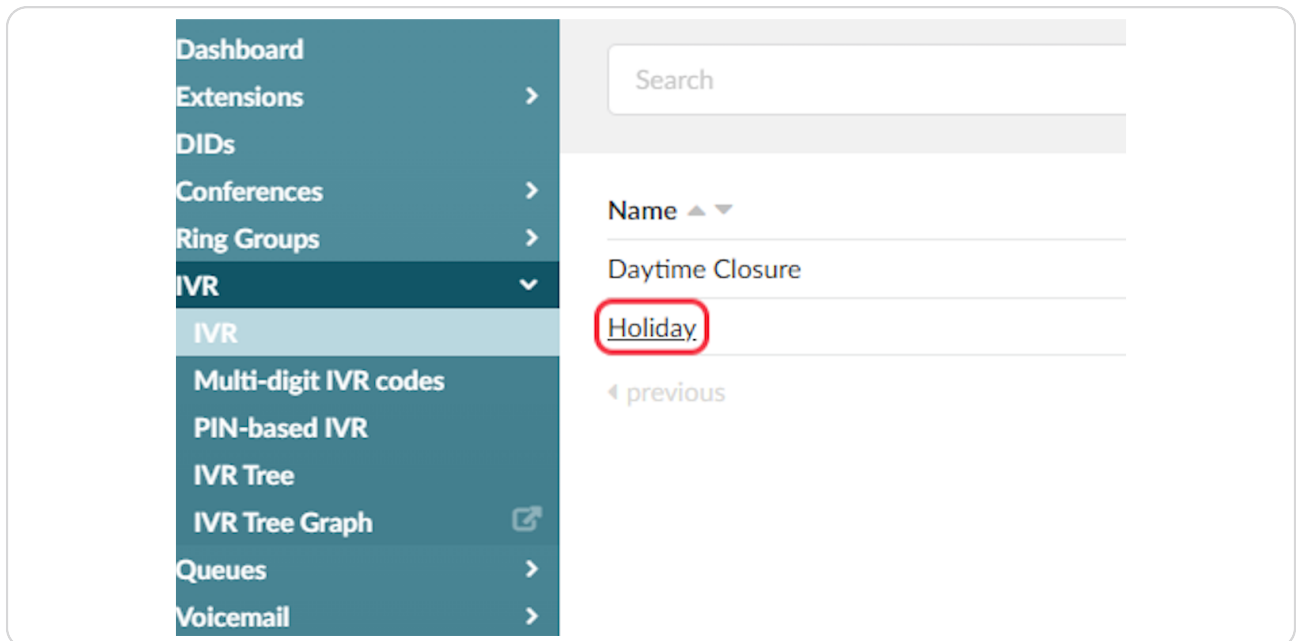
Click on IVR



STEP 12

Click on your IVR that is for your closure.

This is typically an IVR that is labeled Holiday, Closure, etc...



STEP 13

Click on greeting drop down and choose the greeting you renamed.

IVR Name: Holiday

IVR Number: 1024

Greeting: greeting-monday-march-20

IVR Type: Standard IVR

	Destination
▼	
▼	
▼	
▼	
▼	
▼	

STEP 14

Click on greeting-monday-march-20

IVR Name: Holiday ✓

IVR Number: 1024 ✓

Greeting: greeting-monday-march-20 ✓

IVR Type: Please select ...

- greeting-closed-today
- greeting-closed-today-open
- greeting-default-attendant
- greeting-monday-march-20**
- greeting-thursday-closure

Destination Type

lease select..

lease select..

lease select..

lease select..

lease select..

lease select..

lease select..

lease select..

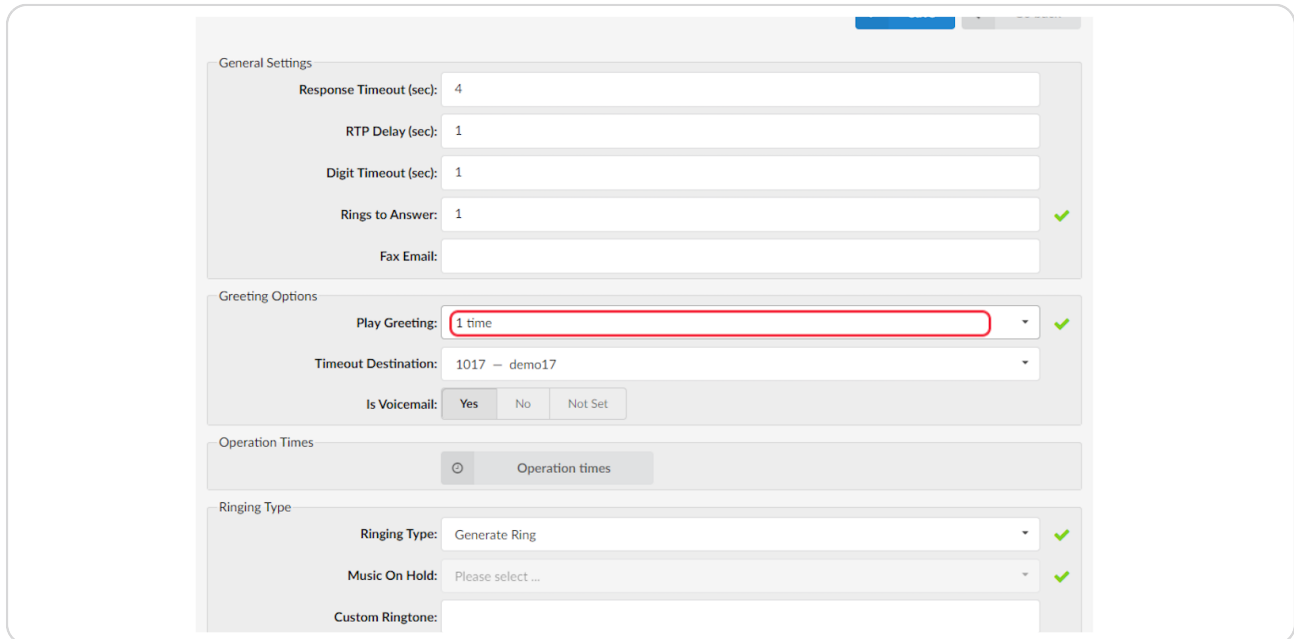
lease select..

lease select..

STEP 15

Scroll down on the page and locate Greeting Options

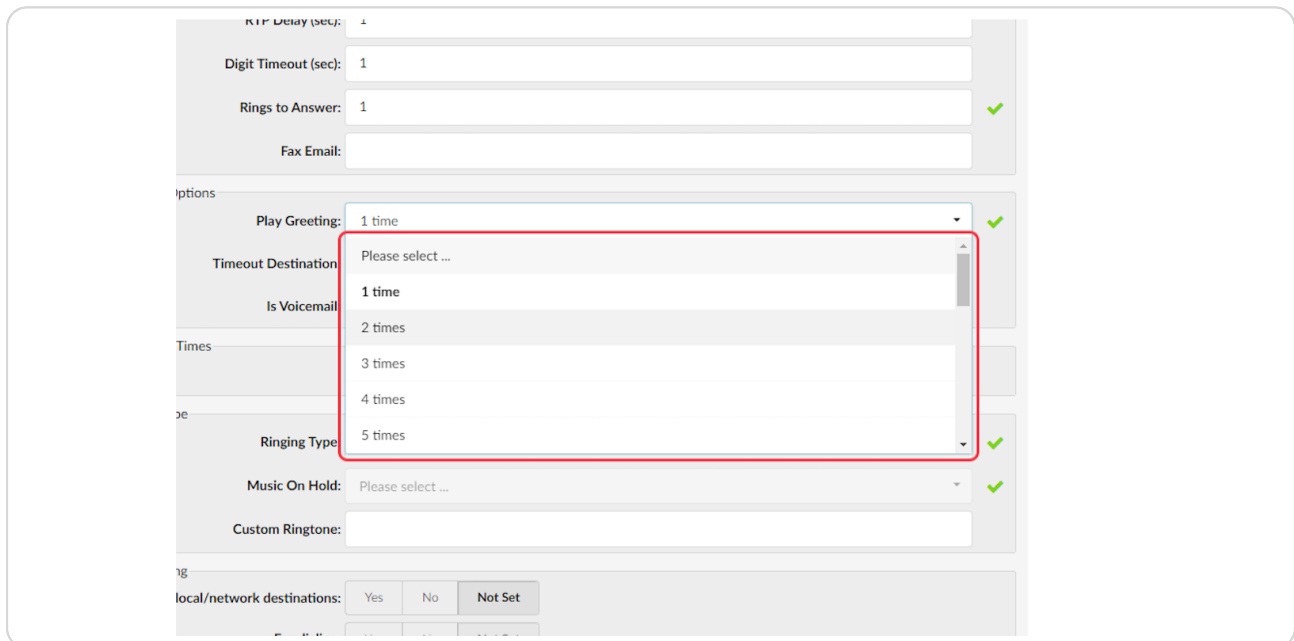
Determine how many times the greeting should play.



The screenshot shows a configuration page with several sections. The 'Greeting Options' section is highlighted with a red box around the 'Play Greeting' dropdown menu, which is currently set to '1 time'. Other fields in this section include 'Timeout Destination' (1017 - demo17) and 'Is Voicemail' (Yes, No, Not Set). The 'General Settings' section above it includes 'Response Timeout (sec): 4', 'RTP Delay (sec): 1', 'Digit Timeout (sec): 1', 'Rings to Answer: 1', and 'Fax Email:'. The 'Operation Times' section has a toggle for 'Operation times'. The 'Ringing Type' section includes 'Ringing Type: Generate Ring', 'Music On Hold: Please select ...', and 'Custom Ringtone:'.

STEP 16

Select your time



The screenshot shows the 'Play Greeting' dropdown menu expanded, with a red box highlighting the list of options. The options are: 'Please select ...', '1 time', '2 times', '3 times', '4 times', and '5 times'. The '1 time' option is currently selected. The background shows the same configuration page as in Step 15, but the 'Play Greeting' dropdown is the focus.

STEP 17

Select the Time Out Destination dropdown

After your message plays, where do you want the caller to go? This can be agency voicemail, an agent's voicemail, or another IVR.

Response Timeout (sec): 4

RTP Delay (sec): 1

Digit Timeout (sec): 1

Rings to Answer: 1

Fax Email:

Play Greeting: 2 times

Timeout Destination: 1017 - demo17

Is Voicemail: Please Select ...

- 1000 - MASTER EXT
- 1001 - My Archway
- 1002 - Chance Perry
- 1003 - Smart IT Services
- 1004 - Darin Cooper

Ring Type: 1003 - Smart IT Services

Music On Hold: 1004 - Darin Cooper

Custom Ringtone:

STEP 18

If you select a voicemail, please select Is Voicemail.

Fax Email:

Play Greeting: 2 times

Timeout Destination: 1017 - demo17

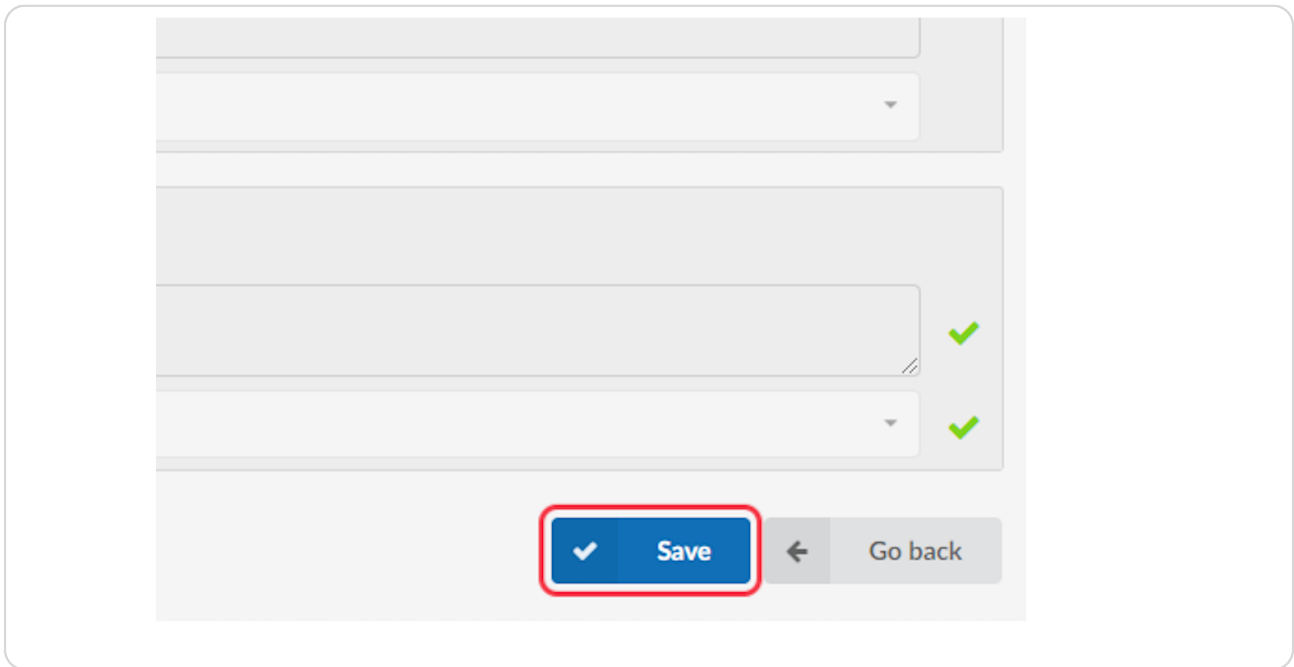
Is Voicemail: Yes No Not Set

Operation Times: Operation times

Ring Type: Generate Ring

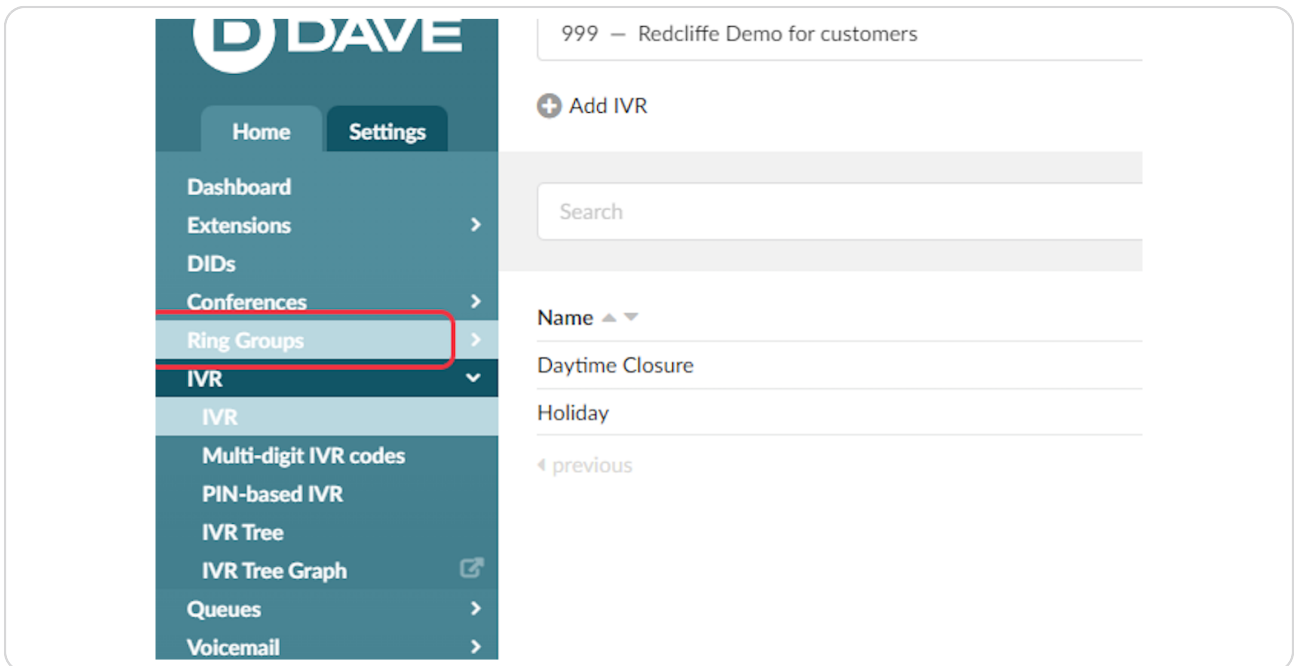
STEP 19

Click on Save



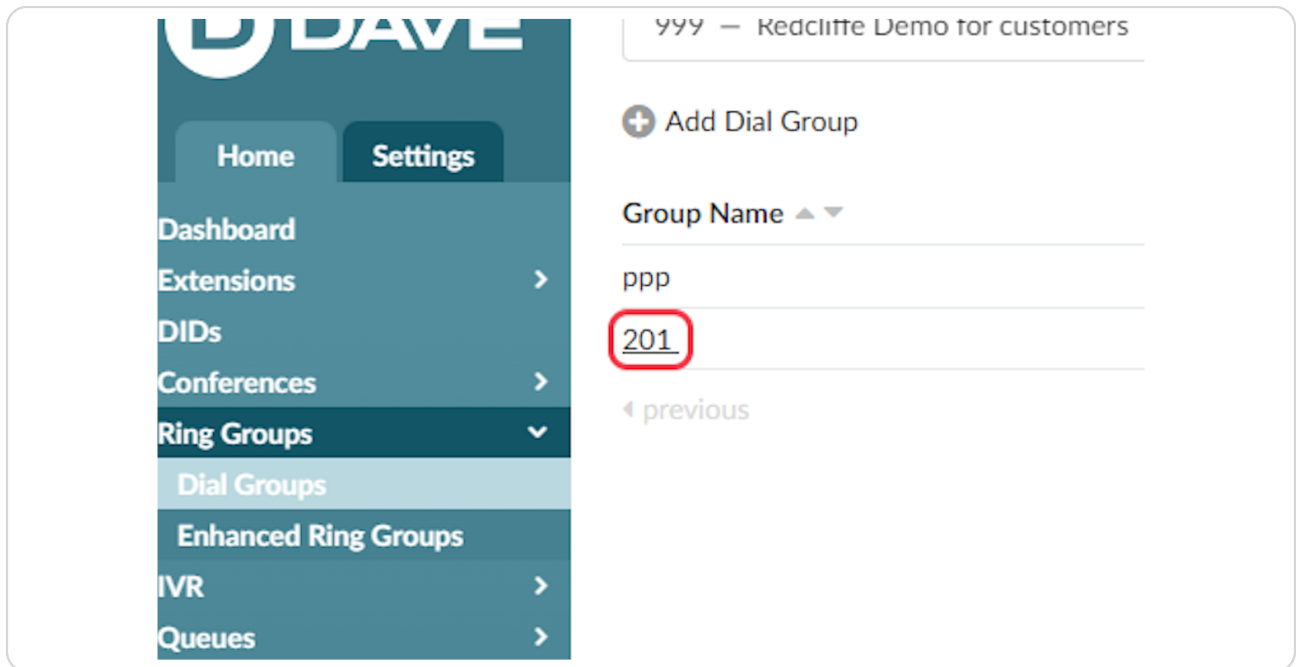
STEP 20

Click on Ring Groups



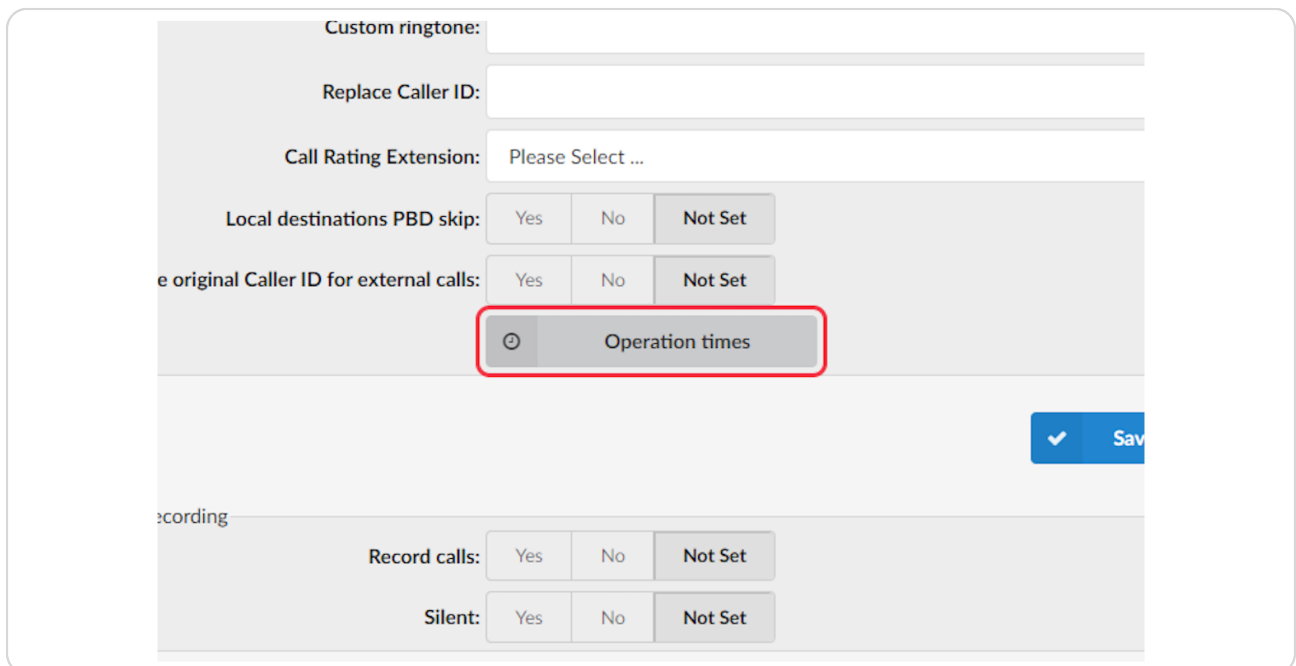
STEP 21

Select the ring group that the main number points to



STEP 22

Click on Operation times



STEP 23

Click on Add Time Range

Is Voicemail Greeting: None

Date From	Date To	Time From	Time To	
Mar 02 2023	Mar 02 2023	12:00	13:00	+
Mar 20 2023	Mar 20 2023	09:00	17:00	x
Mar 20 2023	Mar 20 2023	09:00	17:00	x

Time from Time to

STEP 24

Name your Closure in Description

CSV Upload CSV Download Download CSV Template Current date: Mar 20 20

On Off Inherit

Default Destination: Please select ... Is Voicemail Greeting: None

Closed Dates:

Description	Destination	Date From	Date To	Time From	Time To
Thursday Closure	1222	Mar 02 2023	Mar 02 2023	12:00	13:00
Monday Closure	1024	Mar 20 2023	Mar 20 2023	09:00	17:00
Monday Closure	1024	Mar 20 2023	Mar 20 2023	09:00	17:00
Monday Lunch Closure		Mar 20 2023	Mar 20 2023	00:00	00:00

Custom Destinations:

Destination	O	Days	Time from	Time to
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Open Days:

STEP 25

Enter the name of the IVR for closure.

Closed Dates:

Description	Destination	Date From	Date To
Thursday Closure	1222	Mar 02 2023	Mar 02
Monday Closure	1024	Mar 20 2023	Mar 20
Monday Closure	1024	Mar 20 2023	Mar 20
Monday Lunch Closure	1024	Mar 20 2023	Mar 20

Custom Destinations:

Destination	O	Days
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STEP 26

Click on date and select the date

Calendar selection for March 2023. The date Mar 20 2023 is selected and highlighted with a red box.

	Time From	Time To
13	12:00	13:00
20	09:00	17:00
27	09:00	17:00
3	09:00	17:00
Mar 20 2023	00:00	00:00

STEP 27

Select the date

The screenshot shows a date selection interface. A calendar for March 2023 is open, with the date 20 highlighted. The calendar is positioned over a table with columns for 'Time From' and 'Time'. The table contains several rows of time slots, with the date 20 selected for each row.

	Time From	Time
20	12:00	13:
20	09:00	17:
20	09:00	17:
20	00:00	00:

STEP 28

Select the to date

The screenshot shows a date selection interface. A calendar for March 2023 is open, with the date 20 highlighted. The calendar is positioned over a table with columns for 'Date From' and 'Time To'. The table contains several rows of date and time slots, with the date 20 selected for each row. The 'Date From' field in the table is highlighted with a red box.

Date From	Time To
Mar 02 2023	13:00
Mar 20 2023	17:00
Mar 20 2023	17:00
Mar 20 2023	00:00

STEP 29

Click on 20

The screenshot shows a date selection interface. A calendar for March 2023 is open, with the 20th highlighted. Below the calendar are input fields for 'Date From' and 'Date To', both containing 'Mar 20 2023'. A time field contains '00:00'.

STEP 30

Select the From Time

What time does it start

The screenshot shows a time selection interface. A table lists dates and times. The 'Time From' field for the date 'Mar 20 2023' is highlighted with a red box, and a time picker is open showing '00 : 00'.

m	Date To	Time From	Time To	
2023	Mar 02 2023	12:00	13:00	✕
2023	Mar 20 2023	09:00	17:00	✕
2023	Mar 20 2023	09:00	17:00	✕
2023	Mar 20 2023	00:00	00:00	✕

STEP 31

Type the hour

This is in Military time

023	📅	Mar 02 2023	📅	12:00	13:00	✕
023	📅	Mar 20 2023	📅	09:00	17:00	✕
023	📅	Mar 20 2023	📅	09:00	17:00	✕
023	📅	Mar 20 2023	📅	12:00	00:00	✕

12

 : 00

Time from	Time to	+
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STEP 32

Click on Time To

This is in Military Time

m	Date To	Time From	Time To	+		
2 2023	📅	Mar 02 2023	📅	12:00	13:00	✕
0 2023	📅	Mar 20 2023	📅	09:00	17:00	✕
0 2023	📅	Mar 20 2023	📅	09:00	17:00	✕
0 2023	📅	Mar 20 2023	📅	12:00	00:00	✕

00

 : 00

Time from	Time to	+
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STEP 33

Type "13"

The screenshot shows a configuration interface with a list of time slots. Each row contains a dial group (023), a date (Mar 02 2023 or Mar 20 2023), and two time fields (Time from and Time to). The 'Time to' field for the last row is currently set to '13:00' and is highlighted with a red box. Below the list is a summary bar with 'Time from' and 'Time to' labels and a plus sign.

Dial Group	Date	Time from	Time to
023	Mar 02 2023	12:00	13:00
023	Mar 20 2023	09:00	17:00
023	Mar 20 2023	09:00	17:00
023	Mar 20 2023	12:00	13:00

Time from Time to +

STEP 34

Double-check your work.

The screenshot shows the 'Operation Times' configuration page in the Dave system. The page includes a sidebar with navigation options, a main content area with various settings, and a table of closed dates. The 'Closed Dates' table is highlighted.

Description	Destination	Date From	Date To	Time From	Time To
Thursday Closure	1222	Mar 02 2023	Mar 02 2023	12:00	13:00
Monday Closure	1024	Mar 20 2023	Mar 20 2023	09:00	17:00
Monday Closure	1024	Mar 20 2023	Mar 20 2023	09:00	17:00
Monday Lunch Closure	1024	Mar 20 2023	Mar 20 2023	12:00	13:00

Custom Destinations:

Destination	Days	Time from	Time to
9 AM - 5 PM	Mon Tue Wed Thu Fri	09:00	17:00

Open Days:

Description	Days	Time from	Time to
9 AM - 5 PM	Mon Tue Wed Thu Fri	09:00	17:00

Save

STEP 35

Click on Save

Custom Destinations

Destination	O	Days

Open Days:

Description	Days
9 AM - 5 PM	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri

Save

STEP 36

Click on Close

Current date: Mar 20 2023 08:14 EDT

Greeting

STEP 37

Click on Save

