

Day / Night Mode Control

This module allows for the inbound routing changes to be placed via a phone call and without requiring access to the web configuration page. The module is useful for any situation where inbound routing needs to be changed by end users on-the-fly. An example of this would be a situation where an office would close early because of bad weather. In this case, just dial the appropriate feature code, and voila! all inbound calls go straight to the "night" IVR (or voice mail, or calls get forwarded to an answering service, etc.)

Configuration

- Day/Night Feature Code Index: This is just a descriptive number to help identify which this particular feature code
- Description: A descriptive name for this feature code
- Current Mode: The mode that the feature code is currently set to (is now "day" or "night"?)
- Optional Password: A password that protects the current state (day or night) from being toggled by unauthorized personnel.

Time Conditions

Information

Time Conditions are a module that appears as a destination when installed. It allows you to do an 'if' based on the current Time, Weekday, Day of the Month, or Month. At the moment it's reasonably basic with no support for 'AND' or 'OR', but you can chain together time conditions to do the same thing.

Time Condition Name

A short name which is used to identify the Time Condition in a destination.

Time Condition

Select from the pull down menus the time range that you want to use. Note that '-' means 'Any'.

Destinations

You have a choice of two [destinations](#), depending on whether the time is matched or not. You can chain together time conditions to get an 'OR' or 'AND' effect. Unfortunately, there's no easy way to do that... at the moment!

Example of OR

Lets say you want Monday to Friday, 9am to 5pm or Saturday 9am to 12pm to go to IVR1, whilst all the rest of the time, it goes to IVR2.

- Timecond1 Match Mon-Fri, 9am-5pm
 - True: Goto IVR1
 - False: Goto Timecond2
- Timecond2: Match Sat, 9am-12pm
 - True: Goto IVR1
 - False: Goto IVR2

Example of AND

On Between 9am and 5pm on Monday and Wednesday, go to IVR2. Otherwise go to IVR1.

- Timecond1: Match 9am-5pm
 - True: Goto Timecond2
 - False: Goto IVR1
- Timecond2: Match Monday
 - True: Goto IVR2
 - False: Goto Timecond3
- Timecond3: Match Wednesday
 - True: Goto IVR2
 - False: Goto IVR1

Using the Day/Night Control with a Time Condition

Posted July 5th, 2007 by p_lindheimer (Developer)

Overriding a Time Condition with a feature code is a request that has been asked for since as long as Time Conditions have been available in FreePBX. It comes up regularly on the forums and there have been many custom versions implemented and posted to solve this problem. We have introduced a Day/Night Control module to provide this ability as mentioned in [an announcement](#) a few weeks ago.

The module has been put into FreePBX version 2.3 and we hope by now has gotten plenty of testing. Some users were confused on how to use this module in conjunction with a Time Condition so we felt a short write-up in our technical series is in order.

The Day/Night Control module is similar to many other modules in the system. You can create multiple *daynight* feature codes and each can be used as a *destination* from within FreePBX as well as provide two *destinations* of their own. The feature code itself is

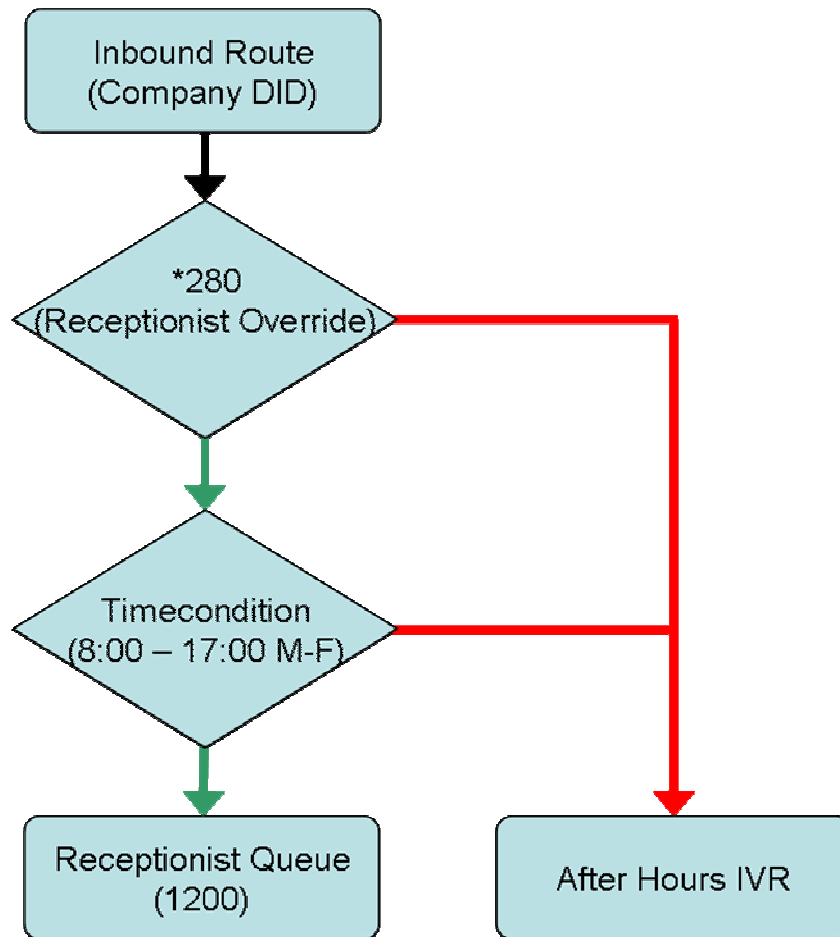
nothing more than a two way toggle switch. You can change it to either *DAY* or *NIGHT* and the state is toggled each time you dial the feature code.

Let's walk through a standard example of how one might use this in conjunction with an existing Time Condition. You have an *Inbound Route* for your main Company DID, that points to a Time Condition set to ring your receptionist at queue 1200 during the normal business hours of 8:00am to 5:00pm Monday-Friday. After hours, it rings the *After Hours* IVR. You would like to provide an ability to override the Time Condition with a *daynight* feature code.

How do we do this when there is no reference to the *Time Condition* in the Day/Night Control module. Lets step through this example and see how:

1. Create our new *daynight* feature code and give it index 0 (or what ever you prefer).
2. Give this a useful name: *Receptionist Override*
3. Set the current mode you want this to be in after hitting submit (probably *Day*).
4. Provide an optional *Password* if you want to require password access to this feature code.
5. Under *DAY destination*, choose the Receptionist Time Condition
6. Under *NIGHT destination*, choose After Hours IVR
7. Press *Save*
8. Go to the Inbound Route that was pointing to the Time Condition and change it to point to your newly created *Receptionist Override* Day Night mode *destination*.

That's it. What you have created looks like this:



[Example of Day/Night Control Feature Code used with a Time Condition](#)

Now you can dial *280, optionally entering a password if configured, and change between the Day mode, where the call continues to be controlled by the Time Condition, or the Night mode, where the call is routed around the Time Condition to the normal *After Hours* IVR.

Accessing the Day/Night Control from Outside

Down in the comments Dirk brought up an excellent question. He needs to be able to enable/disable the feature code from an outside line: "*but how can I do this from an outside line?*" Normally you would define a *Misc Destination* to this feature code and then point a DID or IVR option to that *destination*. However, it turns out this wasn't really implemented quite right to allow you to do this (mental note - change that in a

future release...). However, you can still use the Misc Destination module to accomplish this task. Here's how:

1. Go to the Misc Destinations Module
2. Type in a meaningful description: *Receptionist Override*
3. In the Dial Box type: *280
4. Now use this Misc Destination as a destination for an Inbound Route, IVR selection, or other means.

The downside to this is that a change in the default Misc Destination feature code (from *28) will not reflect in this and you would have to go back and manually make the change here also. We will look at making this more standard, so that each feature code shows up in the Feature Code list in a future release.

There are plenty of other ways you can use the *daynight* feature code and there is no need to do it in conjunction with a Time Condition. It is simply a module that can be chosen as a *destination* by other modules and provides a two way toggle switch to continue the call routing to either its *Day* or *Night destinations*. As always, we hope that you enjoy these technical series and would very much like to see some suggestions of what you would like to read about (or we may decide no one is reading these and stop writing...).

--Philippe