

Update Phone After Hours Support

01/05/2024 6:15 pm EST

Updating After Hours Support Script

Purpose: This document outlines how to update the After Hours Support call script. The script will determine where to send a call depending on certain parameters, such as call day and time.

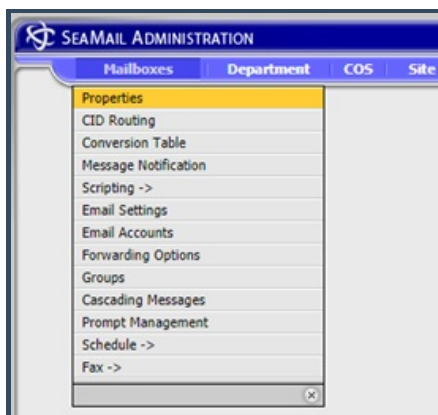
Requirements: Must have login credentials for SeaMail in LastPass.

Procedures:

1. Log in to seamail

fp. <http://172.16.142.92>

2. Go to Mailboxes > Properties

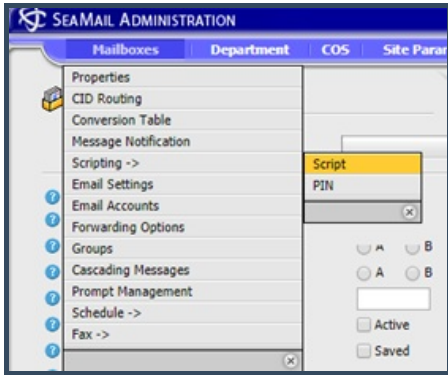


3. In the top left field, Enter the 4912 mailbox and click Go



- b. 4912 is the main script for our phone calls. When you call in the office phone number (719) 593-2829. Ex: 1 for support, 2 for sales, etc...

4. Go Mailboxes > Scripting > Script



a.

5. Look on line 6 to see what Mailbox is the after hours support script. At the time of this writing, the script extension is 6902

6. Go back to the field in the top left and enter the extension from line 6 and click Go

a. Here we will enter 6902

Line	Prefix	Action	Parameter	
1		Branch	01234567	edit
2		Branch	0000-2359	edit
3	1	Menu 1 Digit	Menu Repts:2 Post Rep Action:15 Log Menu: On 1=13 2=4 3=5 4=11 5=7 6=Dir Assist. 0=15 *=Main Menu #=9	edit
4	2	Transfer	Enter to X Ext	4
5		Transfer	To Extension	5203
6		Transfer	To Script	Script: 6902 Line: 1
7		Transfer	To Extension	5206

b.

Line	Prefix	Action	Parameter	OK	Err
1		Branch	02345	edit	2
2		Branch	0600-2200	edit	3
3	1	Menu 1 Digit	Menu Repts.: Post Rep Action: Log Menu: Off 1=4 2=5 0=7 *=3 #=8	edit	3
4		Transfer	To Extension	5370	
5		Transfer	To Extension	5372	
6		Transfer	To Ext		
7		Transfer	To Ext X	5204	
8		Transfer	To Ext X	4912	
9		Transfer	To Extension	5373	
10		Transfer	To Ext		
11	6	Menu 1 Digit	Menu Repts.: Post Rep Action: Log Menu: Off 1=12 2=13	edit	11
12		Transfer	To Ext X	4910	
13		Transfer	To Ext X	4910	
14		Branch	02345	edit	15
15		Branch	0000-0559	edit	12
16		Branch	02345	edit	17
17		Branch	2201-2359	edit	12
18		Branch	06	edit	19
19		Branch	0600-1700	edit	3
20		Branch	06	edit	21
21		Branch	0000-0559	edit	12
22		Branch	06	edit	23
23		Branch	1701-2359	edit	12
24		Branch	017	edit	12
25		Branch		edit	12
26		Transfer	Enter Ext as Subscriber	6902	

7.

8. The image above is the script in its default state.

9. The script works by running statements that either return "ok" or "err", essentially True and False.

10. The phone call will come in, and start with line 1. Line 1 asks, "What day is the phone call coming in?" If the day falls within the parameter, we get a return of OK, and the script will jump to the line in that field. If the day falls outside

of the parameter, the script will jump to the line in the “Err” field for that line.

11. When the script is referring to days, the parameter will be represented like this, “D2345”

- a. “D” represents that the field is referring to a day
- b. 1=Sunday, 2 = Monday, 3=Tuesday, 4=Wednesday, etc...
- c. You will notice, on line 1 that Friday (6) is not listed. This is because Friday has different support hours than the rest of the workweek.

12. Line 2 asks what time the phone call comes in. The time will be represented in Military Time (24-hour clock).

13. For this example we will go over adjusting the hours for Labor day, which falls on a Monday and changing the After hours support time to start at 4 instead of 5.

a.

Line	Prom.	Action	Parameter		Ok	Err
1		Branch	D345	edit	2	14
2		Branch	0600-2200	edit	3	15
3	1	Menu 1 Digit	Menu Reps.: Post Rep Action: Log Menu: Off 1=4 2=5 0=7 * =3 # =8	edit		3
4		Transfer	To Extension	5370		
5		Transfer	To Extension	5372		
6						
7		Transfer	To MB X	5204		
8		Transfer	To MB X	4912		
9		Transfer	To Extension	5373		
10						
11	6	Menu 1 Digit	Menu Reps.: Post Rep Action: Log Menu: Off 1=12 2=13	edit		11
12		Transfer	To MB X	4910		
13		Transfer	To MB X	4910		
14		Branch	D345	edit	15	16
15		Branch	0000-0559	edit	12	17
16		Branch	D345	edit	17	18
17		Branch	2201-2359	edit	12	19
18		Branch	D6	edit	19	20
19		Branch	0600-1600	edit	3	21
20		Branch	D6	edit	21	22
21		Branch	0000-0559	edit	12	23
22		Branch	D6	edit	23	24
23		Branch	1601-2359	edit	12	24
24		Branch	D127	edit	12	1
25						
26		Transfer	Enter MB as Subscriber	6902		

b. After you have made your changes, click the save button toward the top of the page



c. Make sure these settings have saved by moving on to the next mailbox and back to 6902

14. After the holiday, it is imperative that these settings be changed back to default. See step 7 for default configuration