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# Spitfire Hosted PBX 2.1

## Call Flow and Time Condition guide.

Document Version 1.0

This guide is designed to provide a better insight on how to set multiple call flows affecting the same inbound DDI.

On this PBX the DDI can be pointed to one destination. This can be an Extension, an Auto Attendant, a Ring Group, a Call Queue, a Mailbox, a Conference Centre, a Call Flow or a Time Condition.

If the client wants automatic switching between a Day and Night service, (e.g. Auto Attendant or a Ring Group in office hours and a Mailbox for outside of office hours), Then a time condition can be configured. See the following example on page 2

Quite often though, the client may require further options to manually change routing to other destinations, such as an external number divert, or a mailbox for holidays.

This can be achieved by creating one or more Call Flows.

The example on page 3 shows a Call flow, which when set to on (By Dialling it's star code or pressing a pre configured BLF) will go to a mailbox and when set to off it points to the Time Condition. In this example the Inbound DDI will point to the Call Flow.

On page 4 you see examples of stacking additional call flows, where more than one manual override is required.

Please note that where a Time condition is being used, this must be the last sage of the Stack.

## Configuring a Time Condition for Automatic Night Service

To configure automatic night service, navigate to Configuration > Time Conditions and click the plus button. Give the time condition a name and extension number, and set the time conditions using the dropdowns.

<b>Name</b>	<input type="text" value="Auto_NS"/> <small>Enter the name for the time condition.</small>																				
<b>Extension</b>	<input type="text" value="6001"/> <small>Enter the extension number.</small>																				
<b>Settings</b>	<table border="1"> <thead> <tr> <th>Condition</th> <th>Value</th> <th>Range</th> <th></th> </tr> </thead> <tbody> <tr> <td>Day of Week</td> <td>Monday</td> <td>~ Friday</td> <td><input type="button" value="X"/></td> </tr> <tr> <td>Time of Day</td> <td>8:00 AM</td> <td>~ 5:00 PM</td> <td><input type="button" value="X"/></td> </tr> <tr> <td colspan="2"> <input type="text" value="8000 Main AA"/> </td> <td> <input type="text" value="500"/> </td> <td></td> </tr> <tr> <td colspan="4"> <small>Define custom conditions necessary to execute the destination selected above.</small> </td> </tr> </tbody> </table>	Condition	Value	Range		Day of Week	Monday	~ Friday	<input type="button" value="X"/>	Time of Day	8:00 AM	~ 5:00 PM	<input type="button" value="X"/>	<input type="text" value="8000 Main AA"/>		<input type="text" value="500"/>		<small>Define custom conditions necessary to execute the destination selected above.</small>			
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<b>Presets</b>	<input checked="" type="checkbox"/> New Year's Day <input type="checkbox"/> May Day <input type="checkbox"/> Spring Bank Holiday <input type="checkbox"/> August Bank Holiday <input checked="" type="checkbox"/> Christmas Day <input checked="" type="checkbox"/> Boxing Day  <input type="text" value="3000"/> <small>Select from available presets. Click a preset name to further customize the conditions and/or destination of each. Select a Default Destination above to be <i>applied</i> to each preset checked (without a destination already defined).</small>																				
<b>Alternate Destination</b>	<input type="text" value="5000"/>																				
<b>Order</b>	<input type="text" value="300"/>																				
<b>Enabled</b>	<input type="text" value="True"/>																				
<b>Description</b>	<input type="text"/>																				

Additional conditions can be stacked and there are also Presets available, both of which can be sent to a separate destination.

**A DDI should then be pointed to the extension number of the time condition for it to be in effect.**

## Configuring a Call flow for Manual Night Service

To configure manual night service, navigate to Configuration > Call Flows and click the plus button. Give the night service a name, extension number and \* feature code (which will be dialled to enable/disable the service).

Giving each mode a 'label' will change what is displayed in the status dropdown, and on the main call flow page. Under the "Destination" dropdown, select where calls should go in **Off mode**. Under the "Alternate Destination" dropdown, select where calls should go in **On mode**. You can also select a confirmation sound for each mode, e.g. disabled or enabled to play when used.

<b>Name</b>	<input type="text" value="Manual Day/Night Mode"/>
	Enter the name.
<b>Extension</b>	<input type="text" value="6100"/>
	Enter the extension number.
<b>Feature Code</b>	<input type="text" value="*6100"/>
	Enter the feature code.
<b>Status</b>	<input type="button" value="Off ▼"/>
	Select the status.
<b>PIN Number</b>	<input type="text"/>
	Enter the pin number.
<b>Destination Label</b>	<input type="text" value="Off"/>
<b>Sound</b>	<input type="text" value="ivr/ivr-disabled.wav"/>
	Select the sound to play when the status is set to the destinations.
<b>Destination</b>	<input type="text" value="6001 Example_Time_Condition"/> <input type="button" value="◀"/>
	Select the destination.
<b>Alternate Label</b>	<input type="text" value="On"/>
	Enter the alternate destination label.
<b>Alternate Sound</b>	<input type="text" value="ivr/ivr-enabled.wav"/>
	Select the sound to play when status is set to the alternate destination.
<b>Alternate Destination</b>	<input type="text" value="50000 📧"/> <input type="button" value="◀"/>
	Select the alternate destination.
<b>Context</b>	<input type="text" value="example.spitfirevoiceapps.net"/>
	Enter the context.
<b>Description</b>	<input type="text" value="Manual Day/Night"/>

## Configuring additional Call flows

To configure additional call flows for the same DDI, it is recommended that you plan the flows out on a table first.

e.g.

Call Flow 6100 (*6100)
On
Off

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Mailbox 5000
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Call Flow 6101 (*6101)
On
Off

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Divert Extension 3000-Forward to Mobile
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Call Flow 6102 (*6102)
On
Off

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Divert Extension 3001-FWD Money Penny
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Time Condition 6000
Auto Set as required

**In the above example the DDI must be pointed to call flow 6100. If all call flows are off, calls will hit the Time condition (6000) and route according to the Day and Night options. If any of the Call Flows are triggered, calls will route to the active/On destination of the Call flow until Deactivating the Call Flow. Only one call flow should be on at a time, otherwise the first one set to On will always take the call.**

## Configuring Inbound Routes

Using Inbound Routes, you can send a DDI to an extension, Ring Group, Call Centre Queue, Auto Attendant, Conference Centre, Time Condition or Call flow.

Navigate to Configuration > Inbound Routes and click the plus button to add the route.

### Destination

Inbound destinations are the DID/DDI, DNIS or Alias for inbound calls.

Type	<input type="text" value="Inbound"/> ▾ Select the type.
Destination	<input type="text" value="442075013030"/> Enter the destination.
Context	<input type="text" value="public"/> Enter the context.
Actions	<input type="text" value="6100 Main_no._Routing Main no"/> ▾
Caller ID Name Prefix	<input type="text"/> Set a prefix on the caller ID name.
Enabled	<input type="text" value="True"/> ▾ Set the current status of this destination.
Description	<input type="text" value="Main Number"/> Enter a description for this destination (optional).