TPx Customer Portal

UCx Administration - Schedules

Last Updated: 8/26/24
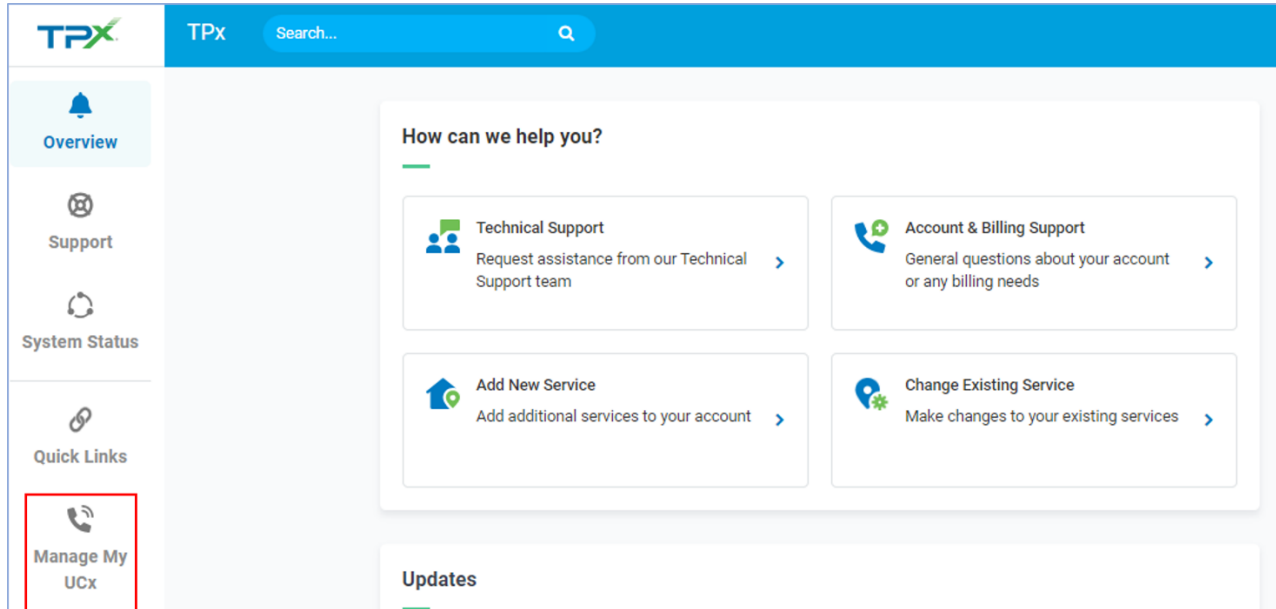
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HOW TO ACCESS UCX SETTINGS

1. Log into the TPx Customer Portal and select **Manage My UCx** from the main menu as shown below.

NOTE: Register to the TPx Customer Portal here. The Manage My UCx feature is being released in phases. If you do not see the Manage My UCx link, please select Change Existing Service to submit your change request. Access to the legacy voice portal is still available here.

TIME SCHEDULE MANAGEMENT

Time schedules can be managed across three main areas. The customer (Service Provider\Enterprise), a specific location (Group) or at the user level (User).

- For example, you may have many locations that share the same schedule and you may want to manage changes to that schedules from one schedule vs having to change 20 schedules for 20 locations.
- Another example is a user that uses a User Level Schedule for specific selective call forwarding rules.

Below you can see an example of the various schedule types that are available when they are at different levels:
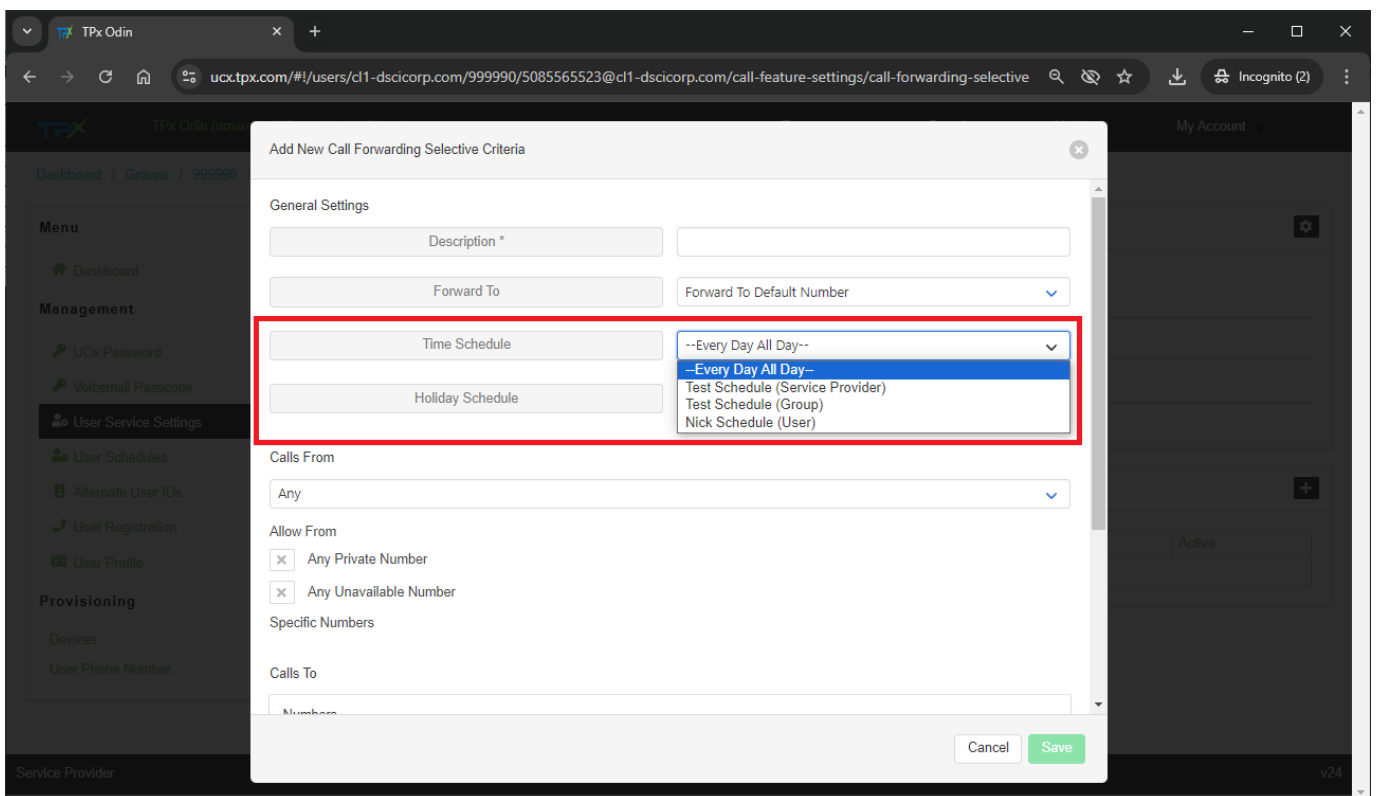
CUSTOMER SCHEDULES (ENTERPRISE)

Here you see a schedule at the topmost level for the entire account. These schedules can be used by all locations.

SPECIFIC LOCATION SCHEDULES (GROUP)

Here you see a schedule for a specific location. These schedules can only be used for this location.

USER SCHEDULES:

Finally, we have User Schedules which are created for a specific user.

MODIFY A TIME SCHEDULE

Follow the steps below to modify a time schedule.

1. From **Menu**, select **Schedules**. (Steps may vary depending on the level)
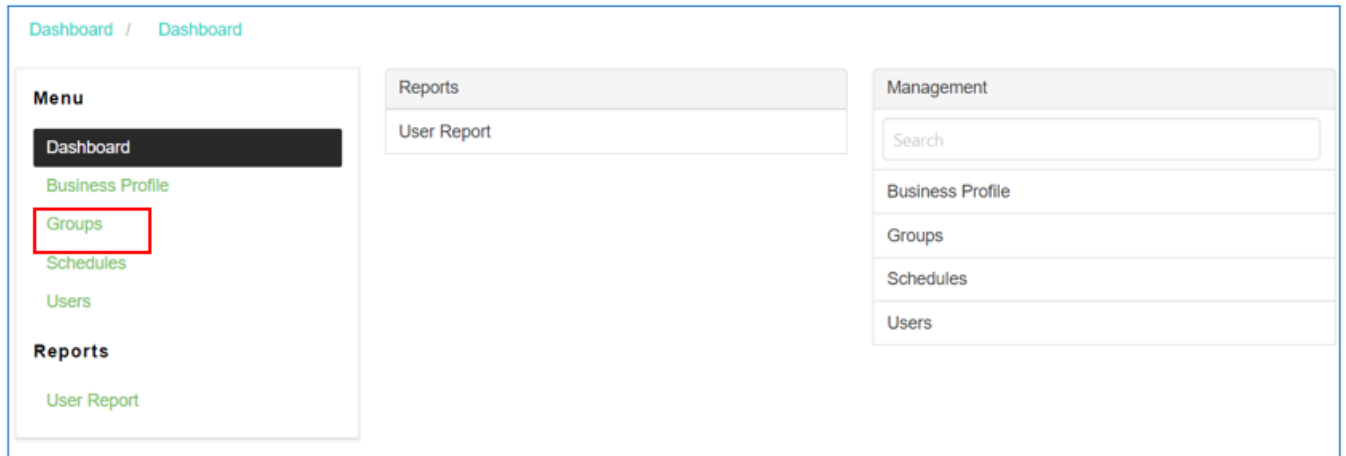
2. A list of schedules displays. Select the schedule you want to modify. In this case, let's modify a time schedule.

3. The existing schedule is Monday - Friday 8AM-5PM. In this case, let's modify the hours to 9AM-5PM. Select the event to modify.

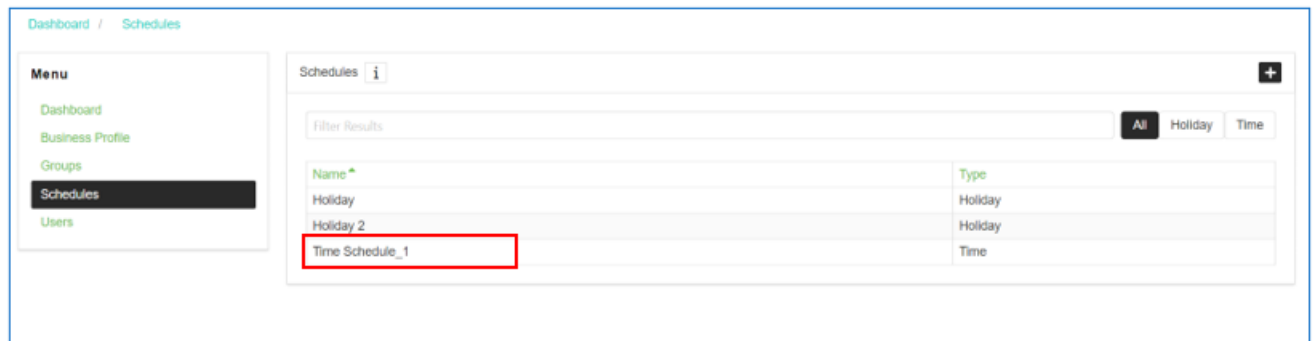| Name ▲	Start Time	Duration	Recurrence
Monday Thru Friday	December 4, 2023 9:00 AM	8 hours	every weekday

Events

1 total items

4. Edit the hours, then select **Save**.

Edit Event

Name

Monday Thru Friday

Options

✕ All Day Event

Starts At

December 4, 2023 9:00 AM   i

December 4, 2023 9:00 AM

End At

December 4, 2023 5:00 PM   i

December 4, 2023 5:00 PM

Repeats

Weekly ⌄   Every   1   Weeks

Weekly On

✕ Sunday
✔ Monday
✔ Tuesday
✔ Wednesday
✔ Thursday
✔ Friday
✕ Saturday

Ends

Delete   Cancel   Save

5. The changes reflect for the event under the **Time Schedule**.

Name ▲	Type
Holiday	Holiday
Holiday 2	Holiday
Time Schedule_1	Time

Details ⚙

Name	Time Schedule_1
Type	Time

Events ➕

| Name ▲	Start Time	Duration	Recurrence
Monday Thru Friday	December 4, 2023 9:00 AM	8 hours	every weekday

ADD A HOLIDAY TO THE HOLIDAY SCHEDULE

Follow the steps below add a holiday to the holiday schedule.

1. From **Menu**, select **Schedules**.
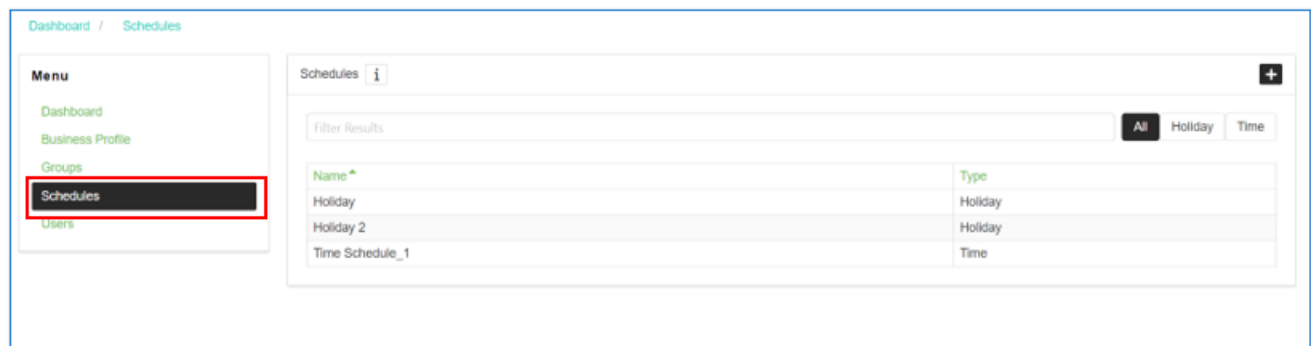
2. Select the schedule to modify from the Schedules list. In this case, let's modify a Holiday schedule.
3. From the **Events** section, click the **+** button.
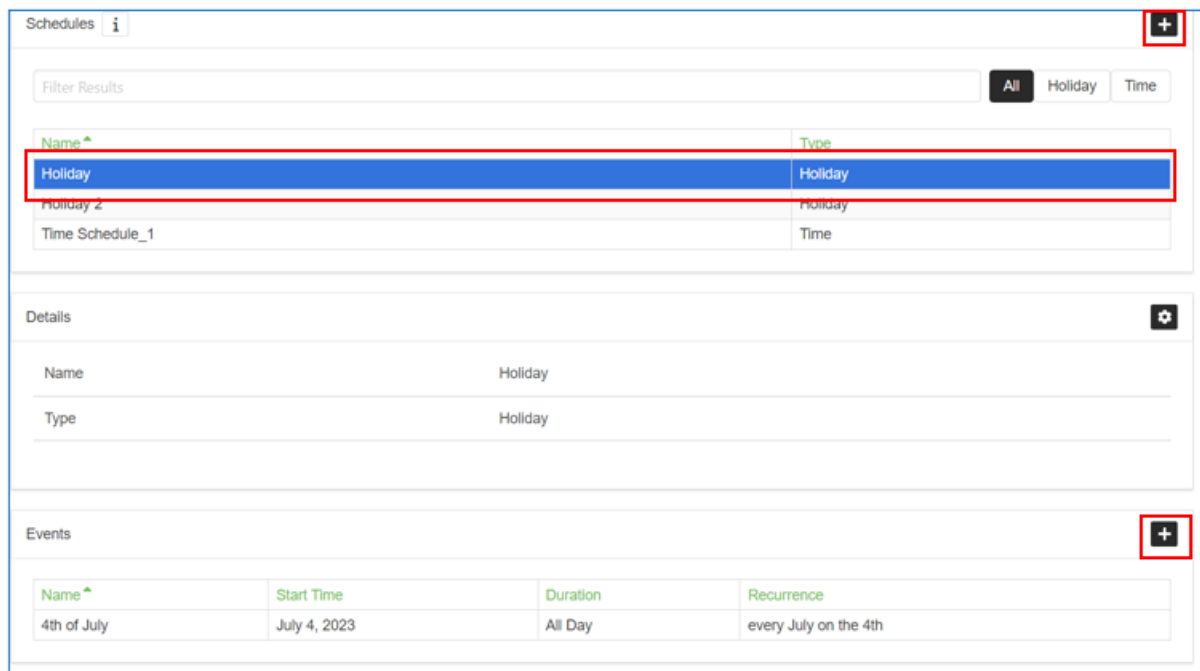
4. The **Add New Event** page displays. Enter a **Name** and enter the date of the holiday.
5. Select **All Day Event** if the Holiday is all day.
6. Use the **Repeats** and **Yearly On** drop-down menus to make the Holiday a yearly occurrence.
7. Click **Save**.

The Events section displays the new holiday.

Name ▲	Type
Holiday	Holiday
Holiday 2	Holiday
Time Schedule_1	Time

Details ⚙

Name	Holiday
Type	Holiday

Events ➕

Filter Results

Name ▲	Start Time	Duration	Recurrence
4th of July	July 4, 2023	All Day	every July on the 4th
Christmas	December 25, 2023	All Day	every December on the 25th