

TPx Customer Portal

UCx Administration - Schedules

Last Updated: 8/26/24

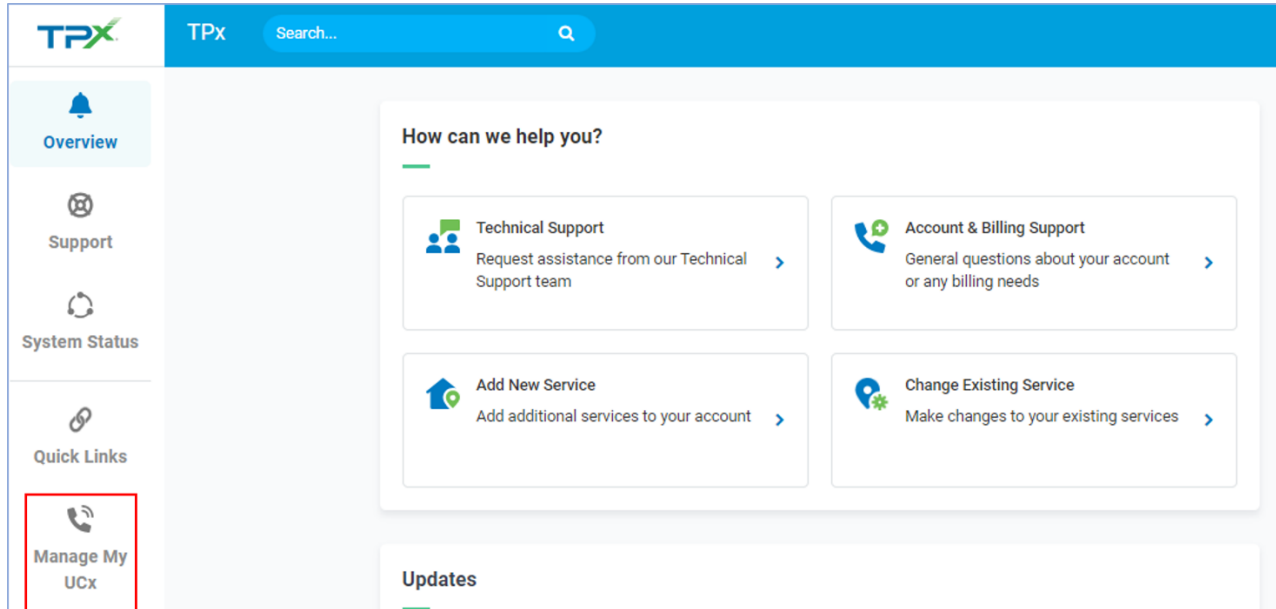


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HOW TO ACCESS UCX SETTINGS

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



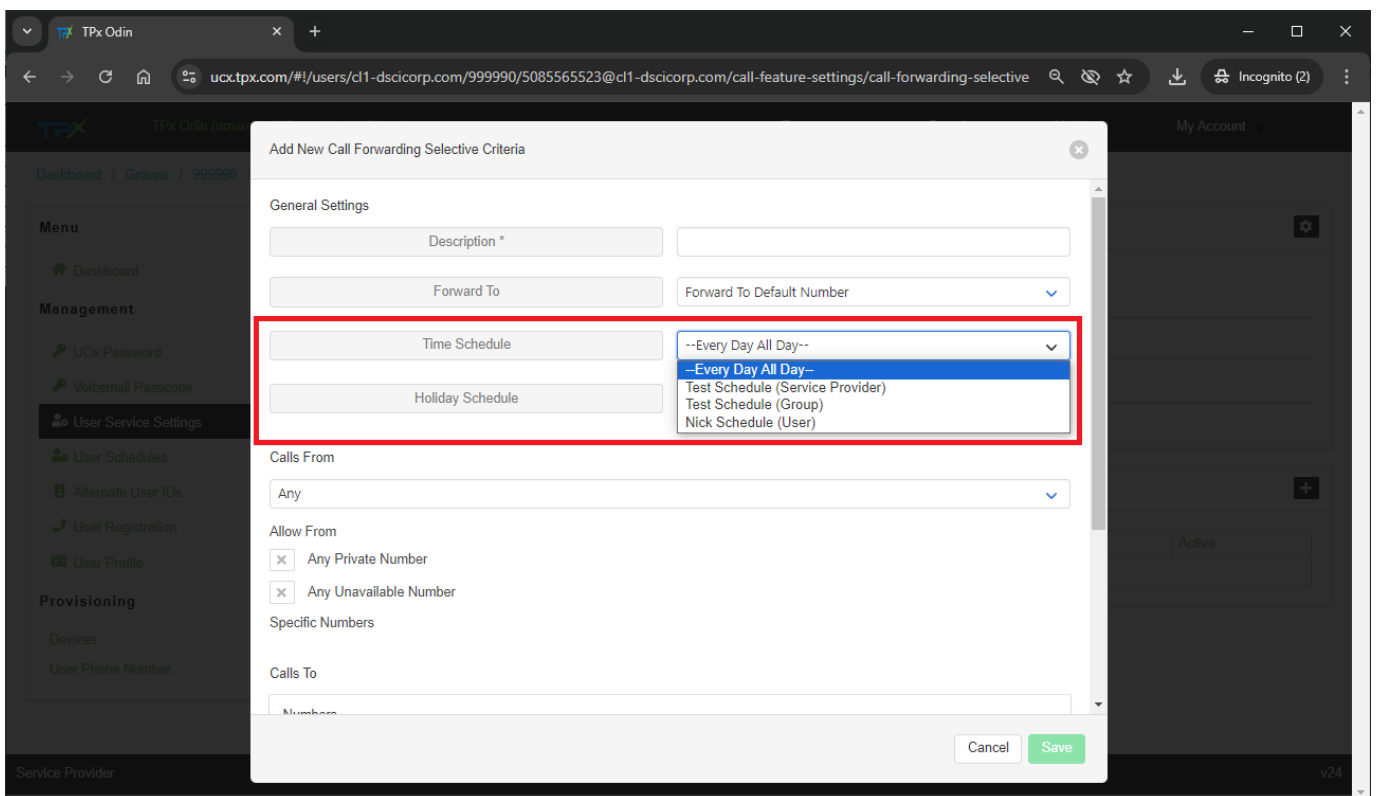
NOTE: Register to the TPx Customer Portal [here](#). The Manage My UCx feature is being released in phases. If you do not see the Manage My UCx link, please select Change Existing Service to submit your change request. Access to the legacy voice portal is still available [here](#).

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.

The screenshot displays the TPx Odin web application interface. The browser address bar shows the URL `ucx.tpx.com/#/serviceProviders/d1-dscicorp.com/schedules`. The page header includes the TPx logo, the user name "TPx Odin (nmarquis895_gmail-odin@bas1)", and navigation links for "Resources", "Search", "My Ids", and "My Account".

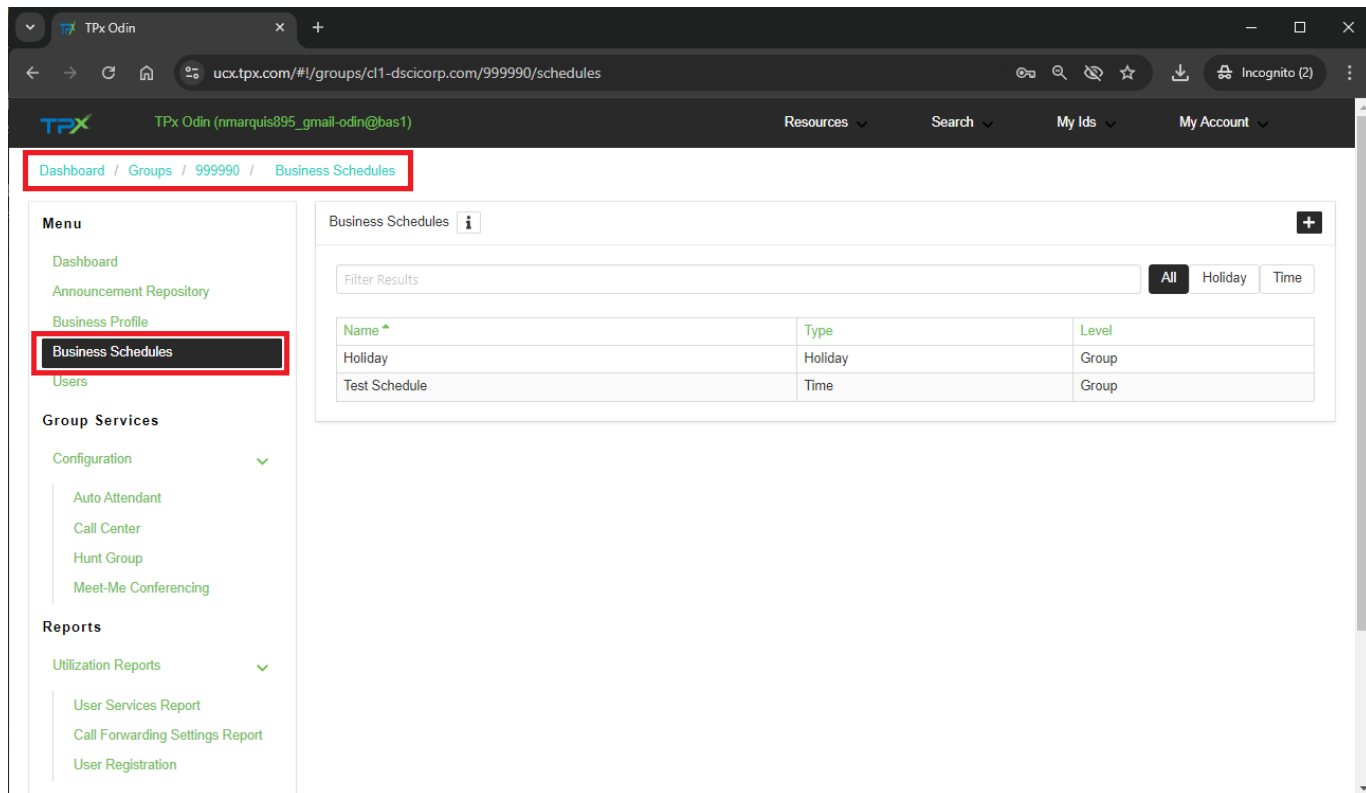
The breadcrumb navigation at the top left shows "Dashboard / Schedules", with "Schedules" highlighted by a red box. The left-hand menu is titled "Menu" and contains several categories: "Dashboard", "Business Profile", "Groups", "Schedules" (highlighted with a red box), "Users", "Services", "Reports", and "Provisioning".

The main content area is titled "Schedules" and features a table with the following structure:

Name	Type
No Data Found	

SPECIFIC LOCATION SCHEDULES (GROUP)

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



The screenshot shows a web browser window displaying the TPx Odin interface. The address bar shows the URL `ucx.tpx.com/#/groups/cl1-dscicorp.com/999990/schedules`. The breadcrumb navigation at the top of the page is `Dashboard / Groups / 999990 / Business Schedules`, with the last two items highlighted in a red box. The left sidebar menu includes sections for **Menu**, **Group Services**, and **Reports**. The **Business Schedules** item in the **Menu** section is highlighted in a red box. The main content area is titled **Business Schedules** and features a filter input field and three filter buttons: **All**, **Holiday**, and **Time**. Below the filters is a table with the following data:

Name	Type	Level
Holiday	Holiday	Group
Test Schedule	Time	Group

USER SCHEDULES:

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

The screenshot shows the TPx Odin web interface. The breadcrumb navigation path is: Dashboard / Groups / 999990 / Users / 5085565523@d1-dscicorp.com / User Schedules. The left sidebar menu includes sections for Management and Provisioning, with 'User Schedules' highlighted. The main content area displays a table of user schedules.

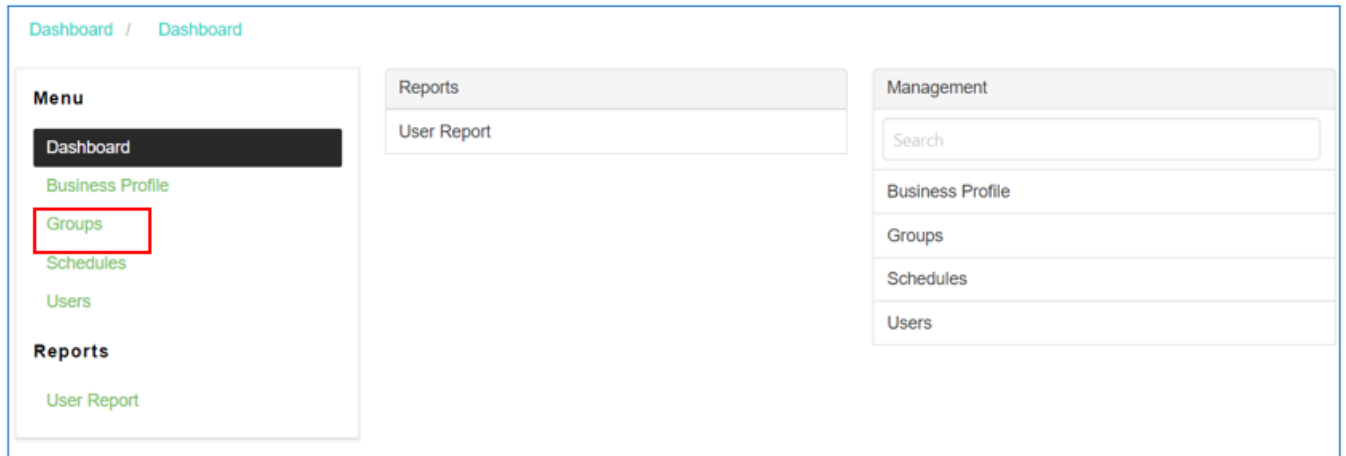
Name ^	Type	Level
Holiday	Holiday	Group
Test Schedule	Time	Group

Service Provider ODIN © Park Bench Solutions Inc. (7.4.17) v24

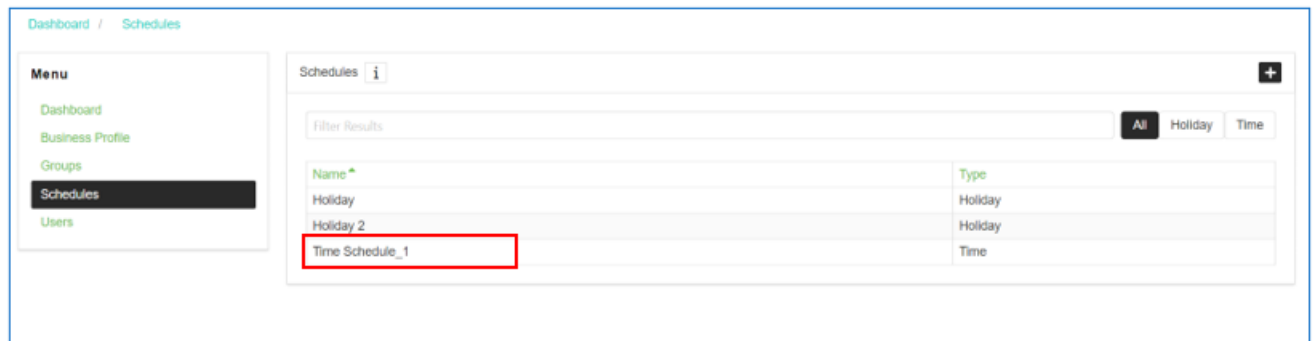
MODIFY A TIME SCHEDULE

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

1 total items

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

Edit Event

Name: Options: All Day Event

Starts At: End At:

Repeats:


Weekly On:

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Ends


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

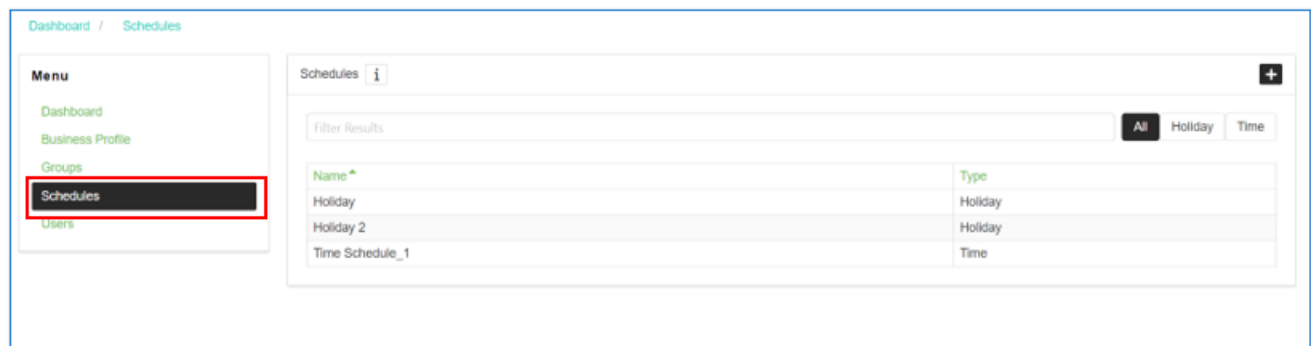
Events 

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

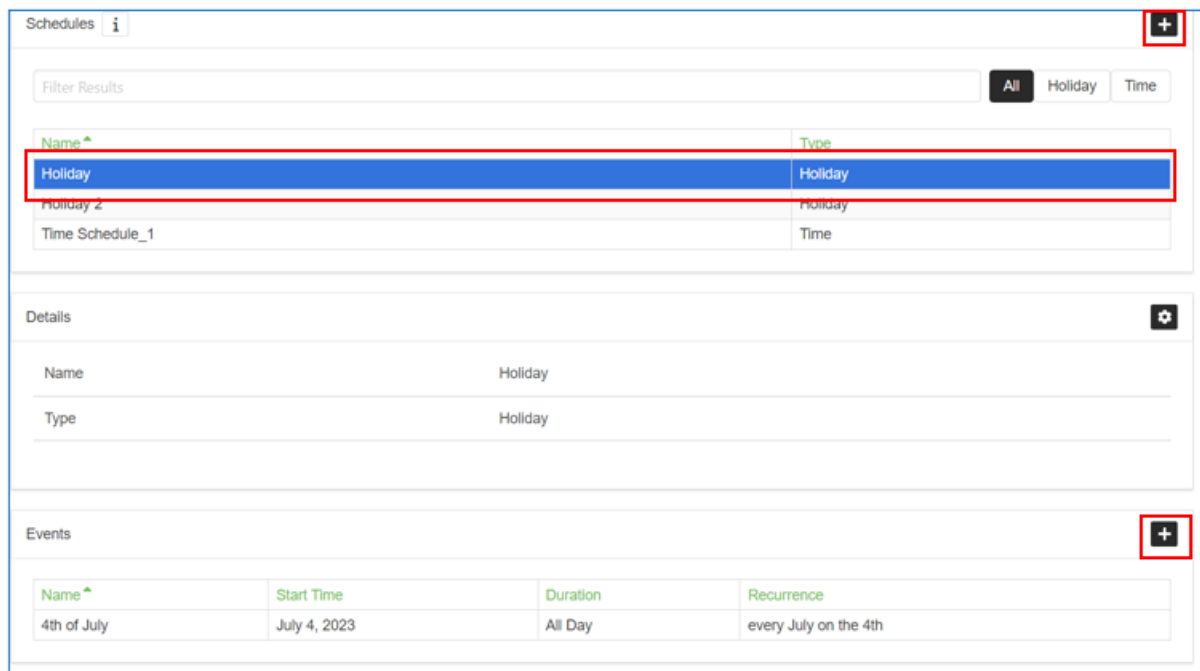
ADD A HOLIDAY TO THE HOLIDAY SCHEDULE

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 screenshot shows the 'Add New Event' form with the following fields and values:

- Name:** Christmas
- Options:** All Day Event
- Starts At:** 12/25/2023 (December 25, 2023)
- End At:** 12/25/2023 (December 25, 2023)
- Repeats:** Yearly (dropdown), Every 1 (input), Years (button)
- Yearly On:** --Day-- (dropdown), 25 (input), Of December (dropdown)
- Ends:** --Never-- (dropdown)
- Buttons:** Cancel, 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