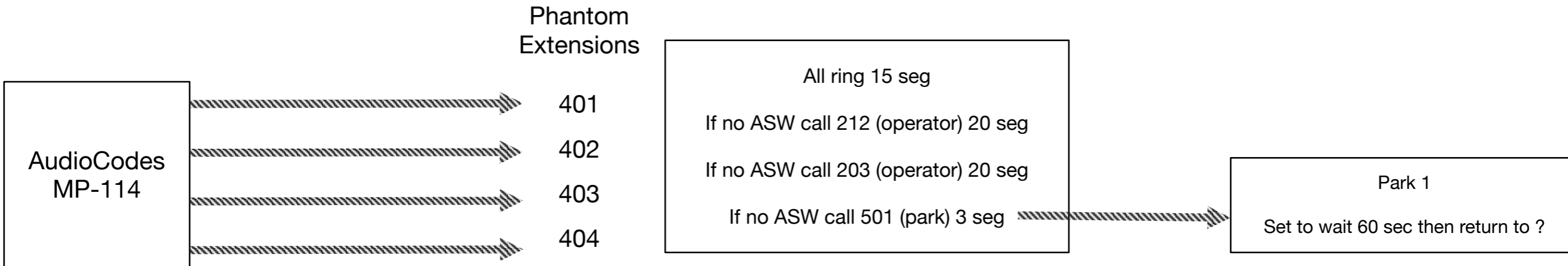


I understand the parked call is returned to the immediate previous extension that send to park in this case any of the 401 /402 /403 /404 extension, it is this correct

Because when the timer is off the call is ended and also when the user press 0 to return



How the schedules works?

I set up an schedules to be work time / no work time / week end

But seems not to be active, looks like the system only understand ACTIVE OR NO ACTIVE, with always, do I have to setup something else on the dial plan before?

want create a rule like this:

ring 15 seg

work time -> If no ASW call 212 (operator) 20 seg

work time -> If no ASW call 203 (operator) 20 seg

work time -> If no ASW call 501 (park) 3 seg

noworktime -> IVR announcing no working time

weekend -> IVR announcing weekend

Where

work time -> Schedules

noworktime -> Schedules

weekend -> Schedules