FreePBX Call Handling Task Brief

Overview

You are to set up a complete business phone system using FreePBX that handles inbound calls intelligently based on time of day, caller input, and availability of staff. The system must reflect a professional, responsive image for a company with multiple departments and business hour rules.

Business Profile

- Main Number: +1 (555) 123-4567
- Operating Hours: Monday to Friday, 9:00 AM - 5:00 PM local time
- Closed on weekends and public holidays
- Departments:
  * Sales (Agents: 101, 102)
  * Support (Agents: 201, 202)
  * Accounts (Agent: 301)
  * Receptionist (Ext: 000)

Inbound Call Handling (Business Hours)

1. Callers hear: 'Thank you for calling [Business Name]. Please choose from the following options so we can direct your call appropriately.'
2. Press 1: Route to Sales agents (101, 102). If unanswered, record a message and email to Sales Head.
3. Press 2: Route to Support agents (201, 202). If unanswered, record message and email to Support Head.
4. Press 3: Call Accounts (301). If no answer, allow voicemail to be emailed to Finance.
5. No input: Route to Receptionist (000). If unavailable, allow message to be sent to info@business.com.
6. All transfers should include hold music and tag the call with the department name in Caller ID (e.g., 'SALES: +12125557788').

Call Handling (After Hours & Holidays)

1. Play message: 'Our offices are currently closed. Business hours are Monday to Friday from 9 AM to 5 PM. Please leave a message.'
2. Allow voicemail and forward all recordings to info@business.com.
3. Implement a way to define public/custom holidays which override business hours automatically.

Implementation Expectations

- Implement time-of-day and day-of-week routing logic.
- Set up multi-agent call attempts for departments.
- Use custom greetings and email-delivered voicemails.
- Ensure fallback behavior is clearly defined.
- Pre-configure one holiday to demonstrate holiday behavior.

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- Provide test extensions and logins for verification.

Deliverables

- Fully configured FreePBX system as described.
- Documentation covering:
  * How to edit greetings and department targets
  * How to add/edit holidays
  * Email mappings for voicemail notifications
  * Testing log for each routing option
- Admin/test credentials for verification.