Holiday Auto Attendant Configuration

The Holiday Auto Attendant Configuration allows for multiple automated attendant greetings to be recorded and enabled to play on pre-determined dates. These greetings can all be configured in advance and then used for various holidays throughout the year. Once these greetings have been recorded with a start and end date, and then enabled, there is no requirement to re-record for the year.

In order to set up and record a Holiday Greeting:

1. Access the *Phone Numbers* Tab in the Configuration Facility.
2. Select the Phone Number that your Holiday Auto Attendant Greeting(s) will be recorded on.
3. Select *Always Enabled* from the drop down list of options.
4. Enter a name under the *Holiday Name* section in the lower portion of the screen.
5. Select your *Start Date* and *End Date* (**Note:** *if for example you insert July 12, 2014 to July 14, 2014 the greeting will become active at 12:00 a.m. on July 12 and be in effect until the end of July 14 at 11:59 p.m.).*
6. Record your greeting by selecting the *Recording Ext* from the drop down list of options in the upper middle section of the screen.
7. Press either the *English* or *French* red microphone icon beside the Holiday Greeting's name in order to record the specific greeting.
8. Once pressed the handset that is set as the Recording Extension will ring. Pick up the handset and follow the prompts to record and save the greeting.
9. Upon the successful recording of the greeting a green arrow icon will appear beside the red microphone icon. In order to listen to the recording at a later date, you can press the green arrow and it will play back the greeting through the recording extension's handset.
10. To enable the greeting, click in the box under the *Enabled* column beside the greeting. Once enabled, the greeting will only become active during the specified Start and End Dates.
11. Click *Apply Changes* to save.
12. Follow Steps 1 through 11 to add additional holiday greetings.

Number: 519-804-2015 Main Number - AA ▼

Ring Type Default ▼

Description Main Number - AA
Caller Name Prefix PRO

Dial Prefix ▼

Default Forward 103 - Lesley ▼

Automated Attendant

Always enabled ▼

Greeting Language English only ▼
Operator Ext 103 - Lesley ▼
Recording Ext 103 - Lesley ▼
Voicemail Access *98

DISA | Authorized Numbers
Code 5555 | 416-111-2222
Enabled ☑ | 519-000-1111
CallerID Main TN ▼

Main Menu ▼

1 792 - Sally ▼
2 103 - Lesley ▼
3 808 - ACD Sales Queue ▼
4 809 - Lesley ▼
5 Submenu 6 ▼
6 Conference Bridge ▼
7 Directory ▼
8 Main Menu ▼

Access Locals ☑
Timeout 7 seconds ▼
Timeout Option Option 8 ▼

Main ☑
▶ English
🎤 English
Alternate ☐
🎤 English

Holiday Name	Start Date	End Date	Enabled	English	French
Thanksgiving	2014/10/18	2014/10/22	☑	🎤	🎤
Christmas	2014/12/25	2015/01/02	☑	🎤	🎤
Easter	2015/03/27	2015/03/30	☑	🎤	🎤

Green Arrow will appear once recording is saved.

Holiday Name	Start Date	End Date	Enabled	English	French
Thanksgiving	2014/10/18	2014/10/22	☑	🎤 ▶	🎤
Christmas	2014/12/25	2015/01/02	☑	🎤 ▶	🎤
Easter	2015/03/27	2015/03/30	☑	🎤 ▶	🎤

Note: If you have multiple holiday greetings enabled and have inserted the same date range for more than one of them in error, the greeting that is first in the list will be heard. *(e.g. You insert Easter with date of March 18th to March 21st and then on the next line I enter another holiday with the same date range - the Easter recording would be heard during this date range because it is listed before the other holiday that was added with the same date range).*

Your menu option call flow for all holiday greetings will be the options that you had originally set under the *Main Menu* section of the screen. If you need to change any of the options to correspond with your holiday greeting you can do so but make sure that you apply any changes and then change these options back to your Main Greeting call flow after the holiday greeting has expired.

If there are no scheduled holiday greetings to play, or they have expired, the system will play the "Main" company greeting that was originally recorded that corresponds to the set Menu Option selections.

In the Figure below the Thanksgiving Greeting will be heard from 12:00 a.m. on October 18th to 11:59 p.m. on October 22nd; the Christmas one from 12:00 a.m. on December 25th to 11:59 p.m. on January 2nd; and the Easter one from 12:00 a.m. on March 27th to 11:59 p.m. on March 30th. Outside of these dates the Company's Main Greeting will be played.

Holiday Name	Start Date	End Date	Enabled	English	French
Thanksgiving	2014/10/18	2014/10/22	✔		
Christmas	2014/12/25	2015/01/02	✔		
Easter	2015/03/27	2015/03/30	✔		