

Add Holiday Hours - Holiday Closures

Adding Holidays is one of most common requests, as you want phones to provide message to callers letting them know you are closed for a holiday (Such as Independence Day, Christmas, Thanksgiving, New Years). Here is quick guide for best practice to set Holiday Hours. You may also add if your closed for training, meeting, events, or any other reason for closures or delays.

1. Office Manager -> <https://pbx.precision-computer.com>




Time
Frames

2. Navigate to Time Frames
3. Review your current Time Frames and see if anything already matches that you may update the time on
Otherwise Click to

Add Time Frame




4. Fill in the Name and Select Specific dates or ranges

Add a Timeframe

Name  Independence Day
Note: Name cannot be changed

When Always
 Days of the week and times
 Specific dates or ranges

Specific dates or ranges

07/04/2024 12:00 am  to 07/04/2024 12:00 am  

July 2024

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6

Cancel Save

****if it's a single day, you may just click on the day on from and to, and not worry about it having 12:00am on both (it will automatically include the whole day) If***

multiple days, make sure to adjust the time as well

***You may repeat these steps of adding timeframes for each Holiday (if adding multiple)**

5. Add Greeting, using Text-To-Speech, Upload, or Record options (Example of Text-To-Speech below)

New Greeting Text-To-Speech ⓘ
 Upload
 Record

Message Thank you for calling, ABC CORP. We are currently closed for Memorial Day.

Language English (United States of America) ▾

Voice Daniel (Google WaveNet) ▾ ▶

Time Frame Memorial Day (in use) ▾

Cancel Save

Make sure to select the correct time frame

***You may repeat this step for each Holiday (if adding multiple)**

6. Navigate to



Users

7. Choose your Main Routing -> Answering Rules

Users / Main Routing (800) New

Profile Answering Rules Voicemail Phones Advanced

Ring for seconds (valid range from 5 - 7200)

	Time Frame	Description
⌵	Holidays	Forward always to Auto Attendant - AfterHours (810)
⌵	Memorial Day	Forward always to Auto Attendant - AfterHours (810)
⌵	Business Hours Active	Forward always to Call Queue - 801 (Main)
⌵	Default	Forward always to Auto Attendant - AfterHours (810)

Generally Ext 800 is used for Main Routing

8. Go ahead and

Add Rule

9. Select Time Frame and Call Forwarding: Always: Auto Attendant for your AfterHours (Usually 810)

Time Frame  Memorial Day

This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding

Always 

Auto Attendant - AfterHours (810)





***You may repeat this step for each Holiday (if adding multiple)**

10. Once all your Holiday's are set, make sure to have all your Time Frames in order needed

You have reprioritized your answering rules. When you are done, save the changes you have made.

Cancel

Save 

Time Frame	Description	
 Memorial Day	Forward always to Auto Attendant - AfterHours (810)	
Holidays	Forward always to Auto Attendant - AfterHours (810)	
Business Hours Active	Forward always to Call Queue - 801 (Main)	
Default	Forward always to Auto Attendant - AfterHours (810)	

You can click arrows on left and drag up or down the rows, then click save once everything looks good.

***Most times default should be very bottom and business hours right above it, and all the other hours and time frames above them.**

REMEMBER: It goes from top to bottom, so if time frame matches one at top then it will exit using what you have set on that time frame.

11. Take moment to double check everything...

Here is generally a good example of what it should look like:

Time Frame	Description
Generic Closed	Forward always to Auto Attendant - After Hours (810)
Holidays	Forward always to Auto Attendant - After Hours (810)
Martin Luther King Jr	Forward always to Auto Attendant - After Hours (810)
Presidents Day	Forward always to Auto Attendant - After Hours (810)
Memorial Day	Forward always to Auto Attendant - After Hours (810)
Juneteenth	Forward always to Auto Attendant - After Hours (810)
Independence Day	Forward always to Auto Attendant - After Hours (810)
Labor Day	Forward always to Auto Attendant - After Hours (810)
Columbus Day	Forward always to Auto Attendant - After Hours (810)
Veterans Day	Forward always to Auto Attendant - After Hours (810)
Thanksgiving	Forward always to Auto Attendant - After Hours (810)
Christmas Day	Forward always to Auto Attendant - After Hours (810)
Business Hours Active	Forward always to Auto Attendant - Main (801)
Default	Forward always to Auto Attendant - After Hours (810)

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