# Programming a Call Flow to Handle Statutory Holidays for the Year

You can set up a call flow in advance that will handle statutory holidays for the year (or years) ahead. You will need a calendar of corporate holidays listing the actual days that will be taken (some stat holidays fall on weekends so a Monday is substituted).

This procedure uses nested schedules and you will record a custom message for each holiday (for example, "Happy New Year to our valued customers. We're closed for the holiday…")

Organization of Call Flow

The call flow must first check day, date, and time to see if they match the parameters you supplied for each holiday. Basically, the call flow will test as follows:
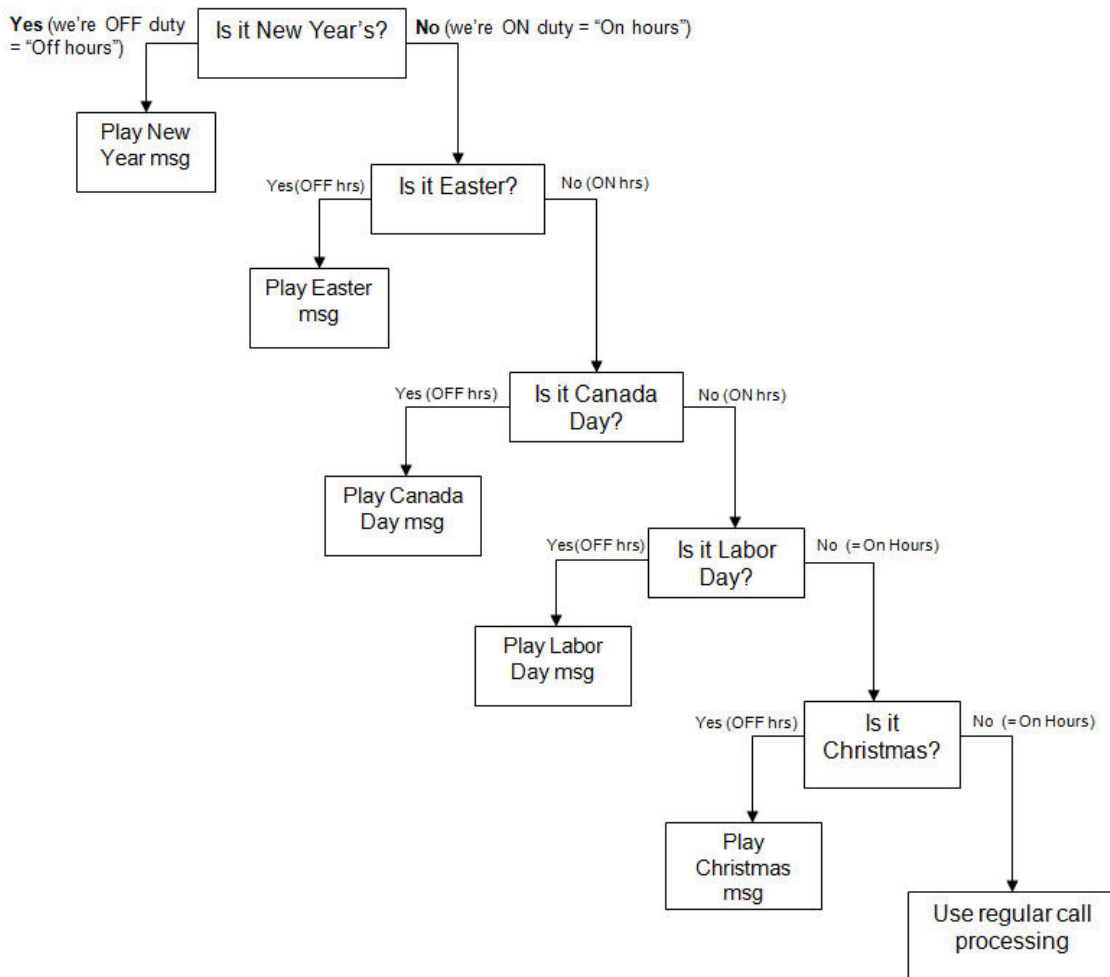
The call flow processes all programmed holidays in this way. If it reaches the end of the programmed holidays and has not found a match, then it proceeds to the regular (non-holiday) call flow processing for On and Off hours.

TIP: When programming, think of On and Off Hours as being "On duty" and Off duty".

Programming the Call Flow

1. In the Actions window, click <u>Message Center</u> to display the available actions, and then select the Schedule action.

2. Click **Holiday Schedule**, enter the date and times for the New Year holiday, and then click Add Holiday.
    (Do not select Reoccurrence unless you are sure that this holiday falls on exactly the same day next year.)

    Note: If you have future corporate calendars, you can program holidays for multiple years.

3. Click **Add Holiday** and then click **OK** to close the Holiday window.

4. In the Properties Window, enter a **Name** for this schedule (example, New Years Day Schedule).
5. Click **Save**.

Now you will program what happens when the system date matches the New Year holiday.

6. In the Actions window, beside Off-hours, click <u>Message Center</u> to display the available actions. **TIP**: Think of Holiday hours as Off-duty hours (or Off hours) so you are programming the flow for calls received while the company is off on holiday.
7. Click **Message**. In the Properties window, enter a **name** for the message, including the Recording ID number for reference.

Your call flow should look like this:

Now you will program what happens when the system date does NOT match the New Year holiday. You want Call Director to check for the next holiday (in this example, it's Easter.)

8. Click **New Years Day Schedule** and, in the action menu for **On**-hours, select **Schedule**.
9. In the Properties window, type a **name** for this Schedule (this will be the Easter Schedule) and then click **Holiday Schedule**.
10. Enter the date and times for the Easter holiday, and then click **Add Holiday**.
11. Click **Apply** and then click **OK** to close the Holiday window. Click **Save**.

Now you will program what happens when the system date matches the Easter holiday.

12. In the Actions window, beside Off-hours, click <u>Message Center</u> to display the available actions. **TIP**: Think of Holiday hours as Off-duty hours (or Off hours) so you are programming the flow for calls received while the company is off on holiday.
13. Click **Message**. In the Properties window, enter a **name** for the message, including the Recording ID number for reference.
14. Your call flow should look like this:

Now you will program what happens when the system date does NOT match the Easter holiday. You want Call Director to check for the next holiday (in this example, it's Canada Day.)

15. Click **Easter Schedule** and, in the action menu for On-hours, select **Schedule**.

16. In the Properties window, type a **name** for this Schedule (this will be the Canada Day Schedule) and then click **Holiday Schedule**.

17. Enter the date and times for the Canada Day holiday, and then click **Add Holiday**.

18. Click **Apply** and then click **OK** to close the Holiday window. Click **Save**.

Now you will program what happens when the system date matches the Canada Day holiday.

19. In the Actions window, beside Off-hours, click <u>Message Center</u> to display the available actions. **TIP**: Think of Holiday hours as Off-duty hours (or Off hours) so you are programming the flow for calls received while the company is off on holiday.

20. Click **Message**. In the Properties window, enter a name for the message, including the Recording ID number for reference.

21. Proceed with programming the On hours parameter with the schedule for the next holiday.

22. Your call flow should look like this:

You can repeat this sequence of steps to add more holidays. When you are finished, the "On-hours" action for the last holiday should proceed to the regular daily call processing schedule as shown here: