Holidays

For your organization, for example a call center, you can set up holidays which can be used to influence the routing of the system. Holidays are used to determine what days are holidays in particular areas. You can use these holidays in rules for the ACD and in objects in the Network IVR, to change the routing which takes place on those days. For example, to play a prompt or to route calls differently.

You can maintain as many lists as you wish, for example to define holidays which only apply to particular states or regions.

Choose **System Settings - Holiday** in the main menu, to view the table of existing holiday lists.

Use **New** in the toolbar to create a further list. Provide the following information:

Name	The name of the list, e.g. Holidays Bavaria

In the table column **Action** you can use **Edit** to change the data. On the tab **Holidays** you can then see the existing list. Use **New** in the toolbar to add days to the list. Entries can be changed by selecting **Edit** in the **Action** column to change the name and date, and **Delete** is used to remove entries completely.