


Hosted PBX by Golden West


Setting New Holidays

Setting new holidays is a 2-step procedure. First, create or edit a time frame, and then configure user answering rules for that time frame.

Set the time frame:

1. On the menu bar, click **Time Frames**. The icon for 'Time Frames' is a dark red square with a white checkmark inside a circle, and the text 'Time Frames' below it.
2. Click **Add Time Frame** to add a new time frame or click the **Name** of the time frame you want to edit.
3. In the pop-up window, enter or edit the name for the holiday, click when it occurs, and use the check boxes, sliders, and text fields to adjust the rules, as appropriate.
4. Click **Save**.

Set the user answering rules:

1. On the menu bar, click **Users**. The icon for 'Users' is a dark red square with a white person silhouette, and the text 'Users' below it.
2. Click the **Name** of a user who needs the time frame applied to him.
3. Click the **Answering Rules** link.
4. Check to see whether the time frame already applies to that user. Otherwise click **Add Rule**.
5. Using the **Time Frame** drop-down list, select the time frame you defined in step 1.
6. Complete the other settings as appropriate.
7. Click **Save**.
8. Reorder the time frames as needed to ensure the new rule will take precedence.