

**Step 1 – Holiday Call Group**

- Go to Call Groups (at the bottom left menu, just above Phone Inventory)

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**Call Group Details - - Add Broadcast Group** ?

Broadcast groups ring all available members' phones simultaneously. Broadcast groups can be customized to ring all members' phones (regardless of whether they are on another line or not) or to only ring the phones of members who are not on a call. Use this page to view or edit a broadcast group.

When done select **Save**. Select **Cancel** if you don't want to make any changes.

**General Information** \* Indicates required field

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\* Name:

\* Extension:

Type: Broadcast Group

Call Behavior:

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**Membership** ?

To add users, select users from Available list and add to Selected list. To remove users, select users from Selected list and remove.

**Members of Call Group:**

Available	Selected
<input type="text"/> <b>Add all</b>	<b>0 selected</b> <b>Remove all</b>
100-Tester,Bluarc +	

Allow members to leave group? ?

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**Call Coverage** ?

Select how you would like this call group's unanswered calls to be received.

No call coverage for this call group

After  rings send this call group's call to:

Employee Voice Mail:   
 **Auto Attendant:**   
 Employee:   
 Another Phone Number:

- Add a Broadcast Group
- Call the group Holidays
- Keep all default configuration and add no members to this group
- For Call Coverage, click on the circle next to Auto Attendant
- Select your main after hours Auto Attendant from the list
- Save

## Step 2 - Holiday Auto Attendant

- Go to Auto Attendant in the left menu panel
- click on the Add button
- Enter the Auto Attendant Name (for this example I have created a Holiday Monday Auto Attendant)

### Auto Attendant Details - Add Auto Attendant ?

Use this page to edit your auto attendant information, to enable or disable time of day greetings and to edit the menu options for your auto attendant menus.

When done select **Save**. Select **Cancel** if you don't want to make any changes.

#### General Information

\* Indicates required field

\* Auto Attendant Name:

\* Extension:

\* Default Language:

#### Time of Day Greeting ?

To enable playing of a time of day specific greeting prior to the main menu introductory prompt, check **Time of Day Greetings**. Default greetings are provided.

For customized greetings, enter the greeting text in the fields provided. This text will be displayed to guide you when you record customized greetings.

Time of Day Greetings

**Morning Greeting**

**Afternoon Greeting**

**Evening Greeting**

#### Auto Attendant Menu and Menu Options ?

Select a menu link to edit the selected menu. To record or re-record the prompts for a menu, select the corresponding **Record** link.

### Auto Attendant Details - Configure Main Menu for Holiday Monday ?

To configure an auto attendant menu, select an action from the **Send Caller To** drop-down list for each of the phone keys and record the menu prompt to describe the selected action to callers. The prompt fields assist you in developing the content for your custom menu prompts. The text you type here is displayed as a guide for you to read when recording.

When done select **Save** or **Save and Record Menu Prompts**. If you are recording, you will be asked to enter the extension of the telephone from which you will be making the recording. Select **Cancel** if you don't want to make any changes.

\* Indicates required field

\* Menu Name:

Introductory Prompt:

\* Language:

Key	Send Caller To	Details	Wording for Prompt
1	Invalid Key		will be closed for the Holiday on Monday
2	Invalid Key		We will re-open on Tuesday for our
3	Invalid Key		regular business hours
4	Invalid Key		Thank you
5	Invalid Key		
6	Invalid Key		
7	Invalid Key		
8	Invalid Key		
9	Invalid Key		
0	Invalid Key		
*	Invalid Key		
#	Invalid Key		

Play menu prompt  times. If no menu option is selected, send caller to:

- Click on Main Menu
- Make all the keys "Invalid Key" (this prevents users from hitting a key and getting dead air)
- In the Introductory Prompt enter the text you wish to record (If you require more space you can use the Wording for Prompt section)
- At the bottom, configure the Auto Attendant to play 1 time
- Select Call Group and select the "Holidays" Call Group from the list
- Save

## Step 3 – Recording the Auto Attendant

- Click on Auto Attendant in the left menu panel
- Click on the name of the Holiday Monday Auto Attendant
- At the bottom of the page you will see record – click this
- A page will pop up (pop-ups must be enabled) – enter your extension and click "Call"
- Follow the prompts – when you are done recording press # to eliminate a long silence after the recording. When you are satisfied with the recording
- Save

## Step 4 – Routing the Auto Attendant

- Click on Incoming Call Routing in the left menu panel
- Click on the phone number you would like this to take effect
- Scroll to the bottom of the page to the Special Hours section
- Click on the circle next to Auto Attendant
- Select the Holiday Monday Auto Attendant from the list
- Save

\*NOTE: This will play your holiday Monday greeting and then go directly to your regular after hours Auto Attendant. \*

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## Step 5 – Setting up the Holiday Hours

- Click on Business Hours in the left menu panel
- Select the business hour profile associated to the phone number you are making the changes for
- Under Special, for Monday's routing, enter your regular business hours
- Save (Note that these will need to be removed before the next business Monday)

**Business Hours - In 24 Hour Time** \* Indicates required field

Open?	Day	* Operating Hours		Lunch		Special	
		From	To	From	To	From	To
<input checked="" type="checkbox"/>	Mon	07:00	17:00	: :	: :	07:00	17:00
<input checked="" type="checkbox"/>	Tue	07:00	17:00	: :	: :	: :	: :
<input checked="" type="checkbox"/>	Wed	07:00	17:00	: :	: :	: :	: :
<input checked="" type="checkbox"/>	Thu	07:00	17:00	: :	: :	: :	: :
<input checked="" type="checkbox"/>	Fri	07:00	17:00	: :	: :	: :	: :
<input type="checkbox"/>	Sat	: :	: :	: :	: :	: :	: :
<input type="checkbox"/>	Sun	: :	: :	: :	: :	: :	: :

Tenant Default Business Hours:

\*NOTE: The system reads these times from right to left. The special hours in this example will override the regular business hours. If you want the message to play for the whole day, including off hours, you would put the hours in Special as 00:00 to 24:00.\*