



MANAGING HOLIDAY CALL ROUTING

ON THE VOXNET ASTERISK PLATFORM

Holiday routing is controlled by a combination of two sets of programming in the system, the Holiday schedule and the “If Holiday” routing in each telephone number. The Holiday schedule determines if the date is a Holiday and if the day is a holiday, calls are routed to the “If Holiday” destination programmed in each telephone number.

To manage the company holiday list:

1. Log into the VoxNet Administrator Portal
2. Navigate to Services on the top of the screen
3. Navigate to Holidays in the left panel of the screen
4. Edit an existing Holiday schedule by clicking on the red hyperlink of the desired holiday or create a new holiday by clicking on New Holiday button.

Name	Date
New Year's Day	January 1
July 4th	July 4
Christmas	December 25

To check the “If Holiday” routing for any telephone number:

1. Navigate to Services at the top of the page
2. Navigate to Phone numbers on the left side of the screen
3. Click the red link for the number you want to edit

Phone #	Caller ID (CNAM)	Rings To
(215) 997-3487	VoxNet Customer	Virtual Attendant \VoxNet Customer Demo VA
(215) 997-3487	VoxNet Customer	Time Frame \VoxNet Demo Time Frame (DO ...

4. Scroll down to the Call Routing section of the page
5. Next to “If Holiday” calls should be routed to the holiday auto attendant as shown

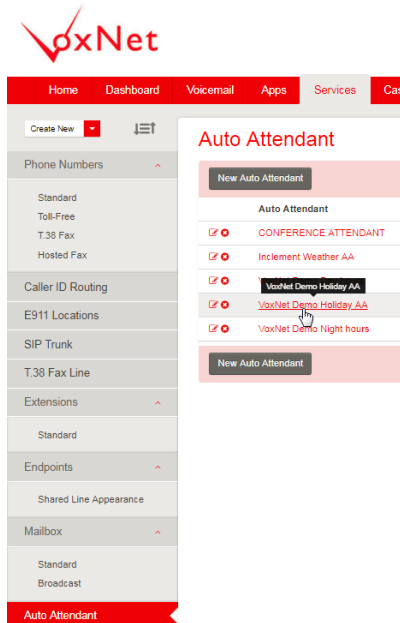
If Holiday: Auto Attendant | VoxNet Demo Holiday AA

Route To: Time Frame | VoxNet Demo Time Frame (DO NO

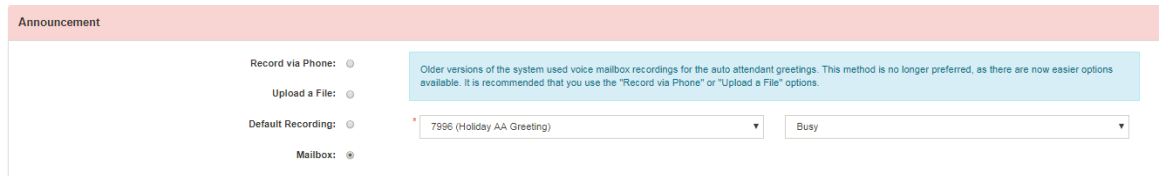


If you wish to change the greeting on your Holiday Auto Attendant

1. Navigate to Services at the top of the page and then to Auto Attendant on the left side of the screen.
2. Click on the hyperlink for the Holiday auto attendant.



3. Scroll down to the Announcement section to view the current greeting type used.



4. To change the current greeting you can either select "Upload a File" and select an audio file containing the greeting you wish to use or, if a Mailbox is shown as the announcement type, you can re-record the busy greeting for the mailbox shown. This is done just like recording your own personal mailbox busy greeting.
5. Make sure to click Save after uploading a new audio file.