



CHANGING YOUR SYSTEM GREETING FOR HOLIDAYS OR INCLEMENT WEATHER CLOSINGS ON THE VOXNET BROADSOFT PLATFORM

Note: If you have previously created your holiday or inclement weather greeting and loaded it to the portal skip to step 7.

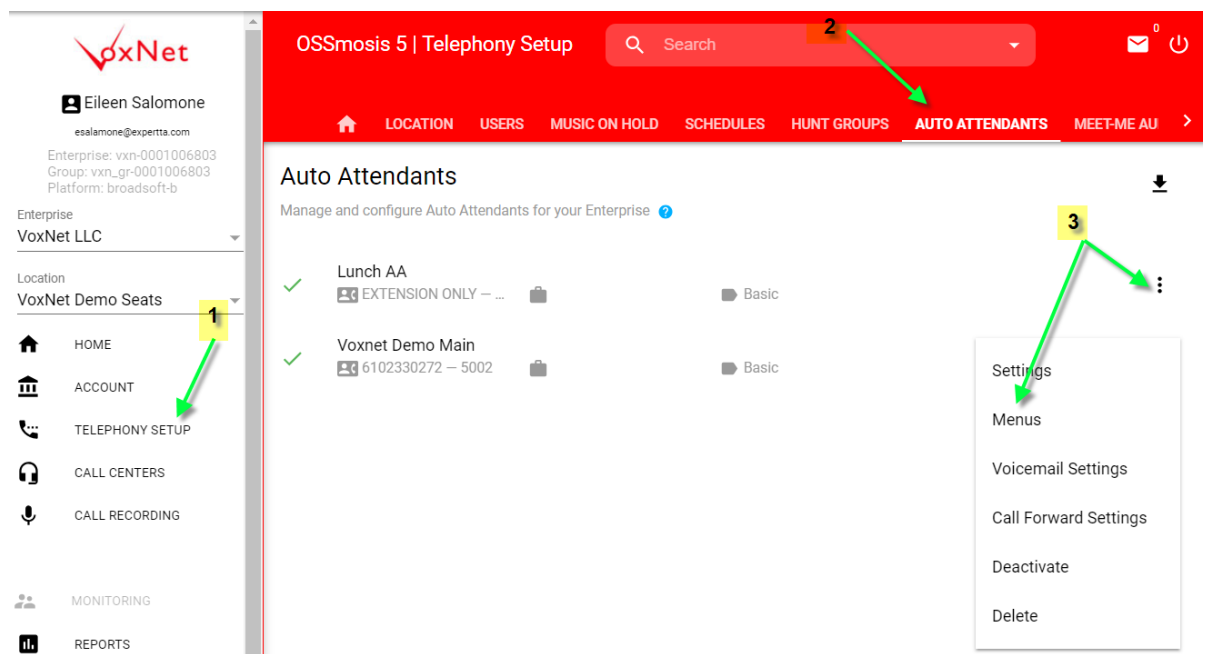
First, draft a script so you are prepared and know what to record.

Then, create a greeting in the form of a .wav file by leveraging your “voicemail to email” feature.

- Call yourself and leave a voicemail message containing the new greeting.
- You will receive an email w/ the attached .wav file.
- Save this .wav file recording with an appropriate name so you can easily locate the file.

Next, log into your administrator portal <https://ossmosis.evolveip.net/Ossmosis5/app/#> and enter your credentials.

1. Click on Telephony Setup in the left window
2. Select Auto Attendant from the menu bar in the top right area
3. Click on the “kabobs” icon (3 vertical dots) to the right of the desired Auto Attendant and select Menu





4. Click on **EDIT** under the desired Auto Attendant menu

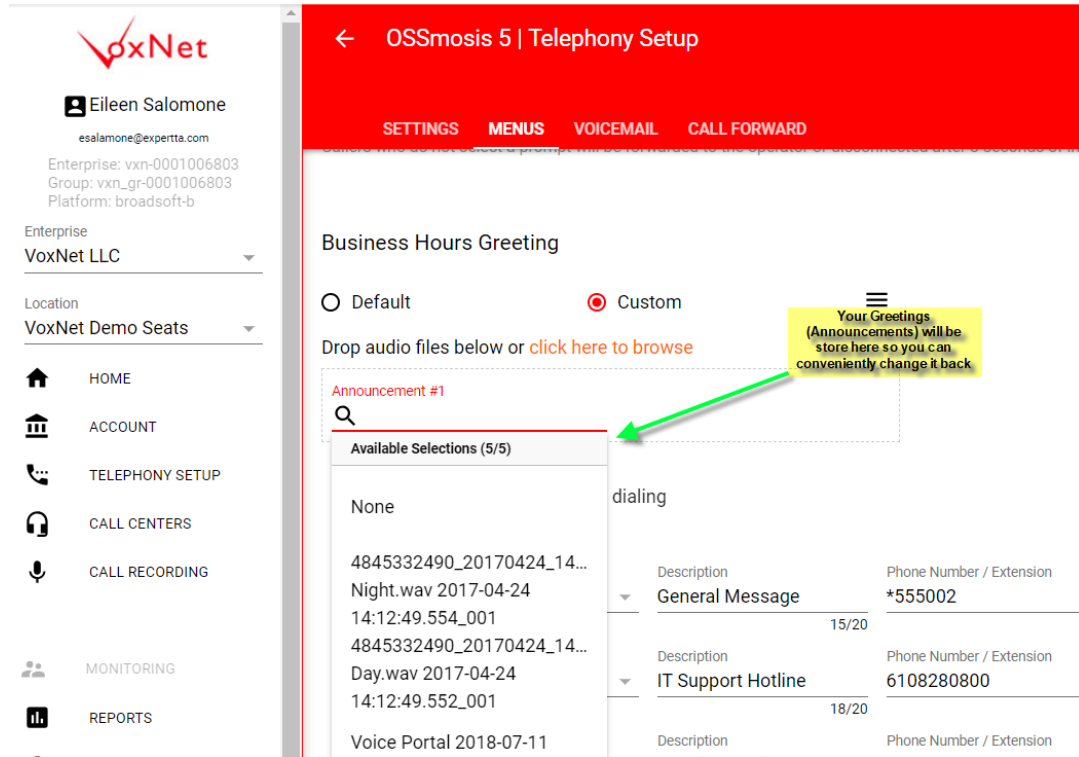
The screenshot shows the VoxNet web interface. On the left is a sidebar with the user's name 'Eileen Salomone' and navigation options: HOME, ACCOUNT, TELEPHONY SETUP, CALL CENTERS, and CALL RECORDING. The main content area is titled 'OSSmosis 5 | Telephony Setup' and contains a 'MENUS' tab. Under 'Auto Attendant Menus', there are two cards: 'Business Hours' and 'After Hours'. The 'Business Hours' card has a description 'Configure the Auto Attendant to route calls during normal business hours' and an 'EDIT' button at the bottom, which is pointed to by a green arrow.

5. **IMPORTANT:** Take Note of the existing recording before changing it so you can return the normal greeting to service after the closing event.
6. If you have not previously uploaded the Inclement Weather or Holiday Greeting you need to activate, then click on the link labeled "click here to browse" under Business Hours Greeting, browse to where you saved the custom greeting and select the saved file. If you have already uploaded the file, skip to step 7.

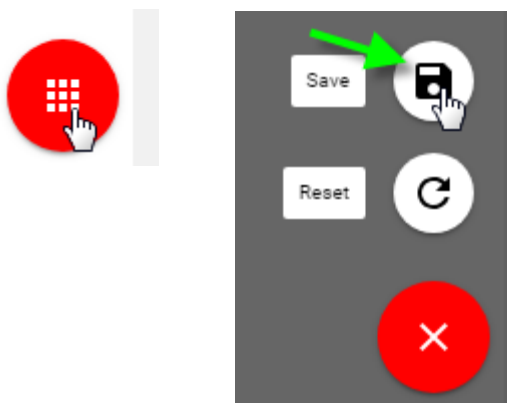
This screenshot shows the 'Business Hours' configuration page. The 'Business Hours Greeting' section has two radio buttons: 'Default' and 'Custom'. The 'Custom' option is selected. Below the radio buttons is a text input field with the value '4845332490_20170424_1408' and a 'click here to browse' link. A yellow box highlights the 'Browse to saved file' text, with a green arrow pointing to the 'click here to browse' link. At the bottom, there is a toggle switch for 'Enable first-level extension dialing' which is currently turned off.



7. If you need to select an already uploaded greeting, click on the drop down arrow next to the greeting under “Announcement #1” and select the file from the drop down box.



8. Once the desired greeting has been uploaded or selected, you must save the new greeting by clicking on the icon that resembles a dial pad inside a red circle at the bottom right of the screen, and then select Save (floppy disc icon).

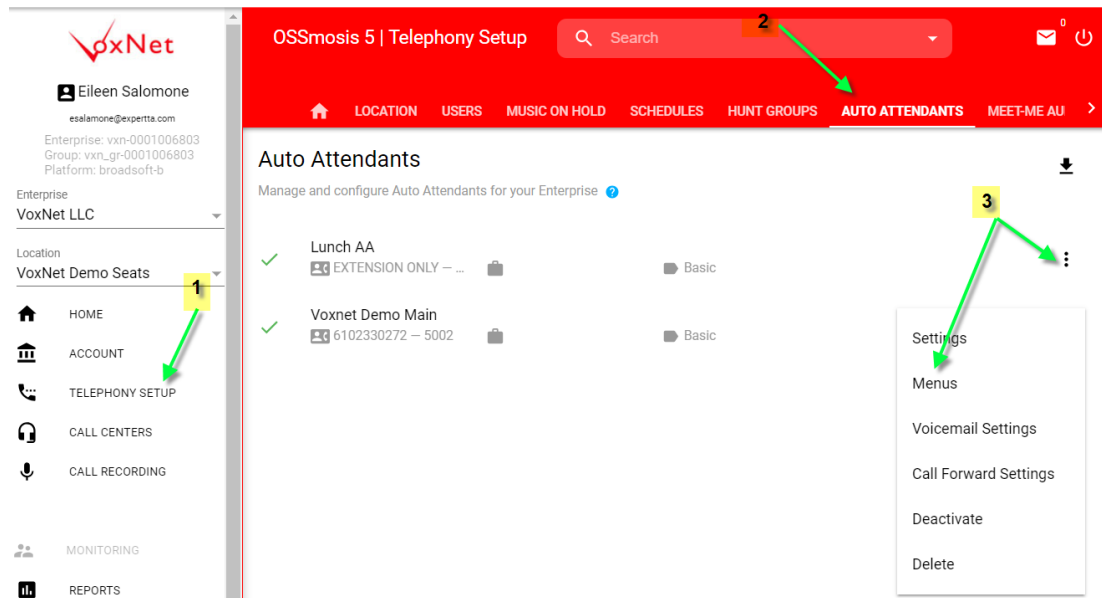




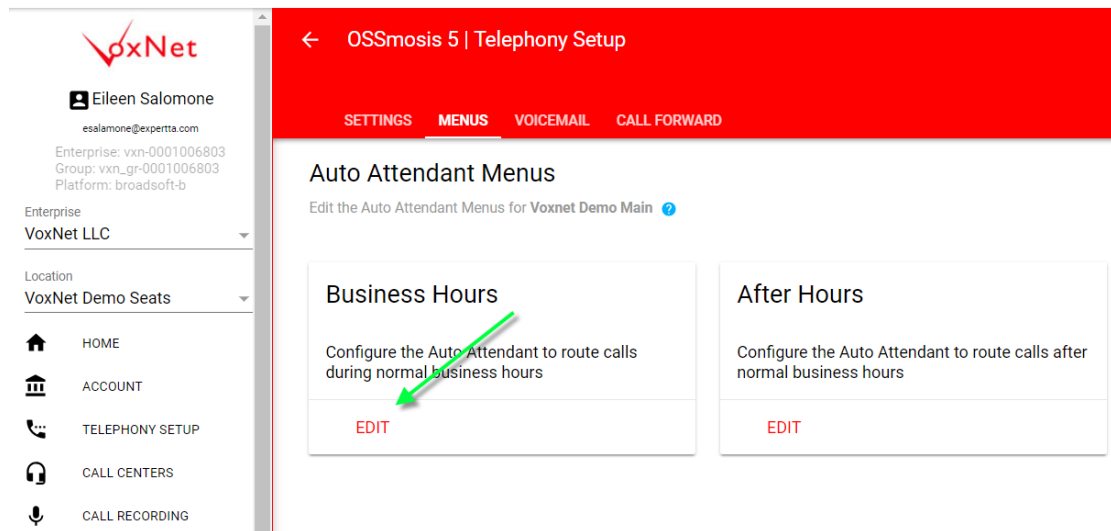
AFTER THE HOLIDAY OR INCLEMENT WEATHER CLOSING EVENT, YOU MUST RETURN YOUR NORMAL GREETING TO SERVICES.

Log into your administrator portal <https://ossmosis.evolveip.net/Ossmosis5/app/#>

1. Click on Telephony Setup in the left window
2. Select Auto Attendant from the menu bar in the top right area
3. Click on the “kabobs” icon (3 vertical dots) to the right of the desired Auto Attendant and select Menus

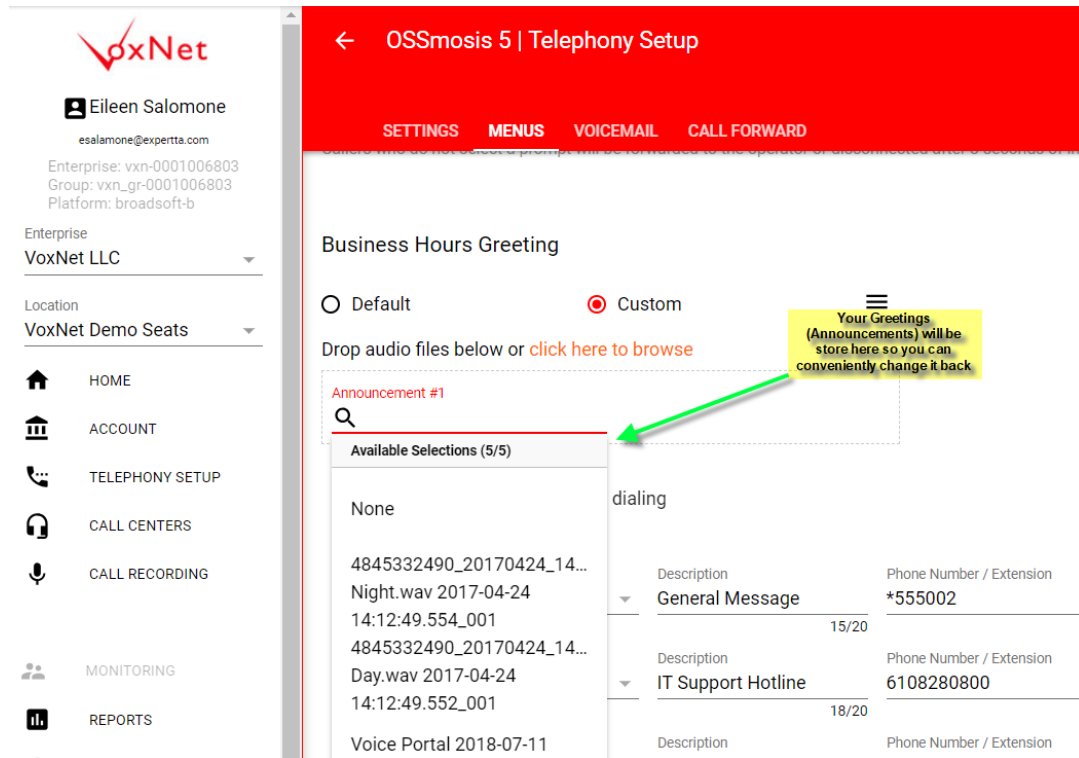


4. Click on **EDIT** under the desired Auto Attendant menu





5. Click on the drop down arrow next to the greeting under “Announcement #1” and select original greeting file from the drop down box.



6. Save the greeting by clicking on the icon that resembles a dial pad inside a red circle at the bottom right of the screen, and then select Save (floppy disc icon).

