
Setting up Holiday Schedule in BCM Call Pilot Voice Mail

You can program an entire years worth of Holiday schedules from the Holiday link under Auto-Attendant in Call Pilot Manager.

After Clicking on Holidays under the Auto-Attendant Link, **Figure 1**, press the Add button and then Change to enter a Holiday.

Enter the name of the Holiday such as Christmas. **Figure 2**

Enter the Month and Day of the Month in the appropriate drop down windows. **Figure 2**

For Holidays such as New Years and Christmas check the box Next to “Occurs every year on the Same Date”. **Figure 2**

For Holidays that change each year leave this box empty. **Figure 2**

Choose the company greeting you wish Callers to hear during the appropriate time of day. If your office is closed all day you can use the same greeting number for all 4 times of the day. **Figure 2**

If your company uses CCR (Custom Call Routing) trees, enter the tree number you wish callers to have after the greeting plays. **Figure 2**

Hours can be left at the default if you are playing the same greeting all day for the Holiday.

If the greeting changes, then change the time to reflect when you want a greeting to start playing. **Figure 3**

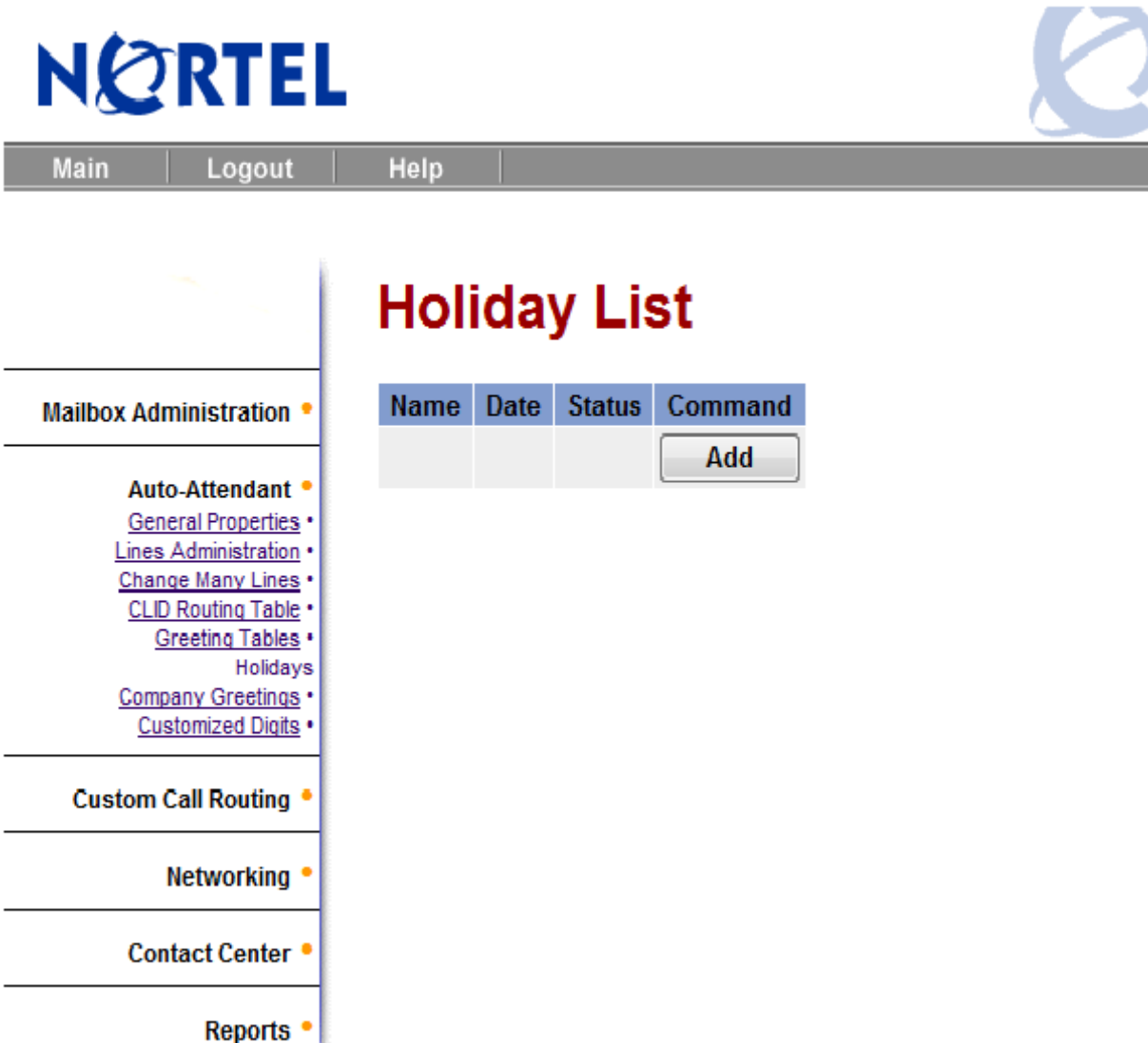
For Example. If your company is closing at 12:00 PM on Christmas Eve then you would have a Christmas Eve Holiday and a Christmas Holiday.


You may have a Company greeting, let’s say greeting 10, that says you are closed for the Holiday and you have your normal business day greeting that is Greeting 1.

For Christmas Eve your table would like **Figure 3**.

Figure 4 shows you what the Holiday schedule looks like after entering Christmas Eve and Christmas Day. You can then add any other holidays that your company observes remembering that for Holidays such as Memorial day, the “Occurs every year on the Same Date” check box will be left unchecked. These Holidays will need to be changed once a year

Figure 1





[Main](#) | [Logout](#) | [Help](#)

Holiday List

Name	Date	Status	Command
			<input type="button" value="Add"/>

- Mailbox Administration
 - Auto-Attendant
 - [General Properties](#)
 - [Lines Administration](#)
 - [Change Many Lines](#)
 - [CLID Routing Table](#)
 - [Greeting Tables](#)
 - Holidays
 - [Company Greetings](#)
 - [Customized Digits](#)
- Custom Call Routing
- Networking
- Contact Center
- Reports

Figure 2



Holiday Setup

Name:

Date:

Occurs every year on the same date:

	Morning	Afternoon	Evening	Non Business
Greeting:	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="10"/>
CCR Tree:	<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>
Hours:	<input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)

Figure 3



Main

Logout

Help

Holiday Setup

Name:

Date:

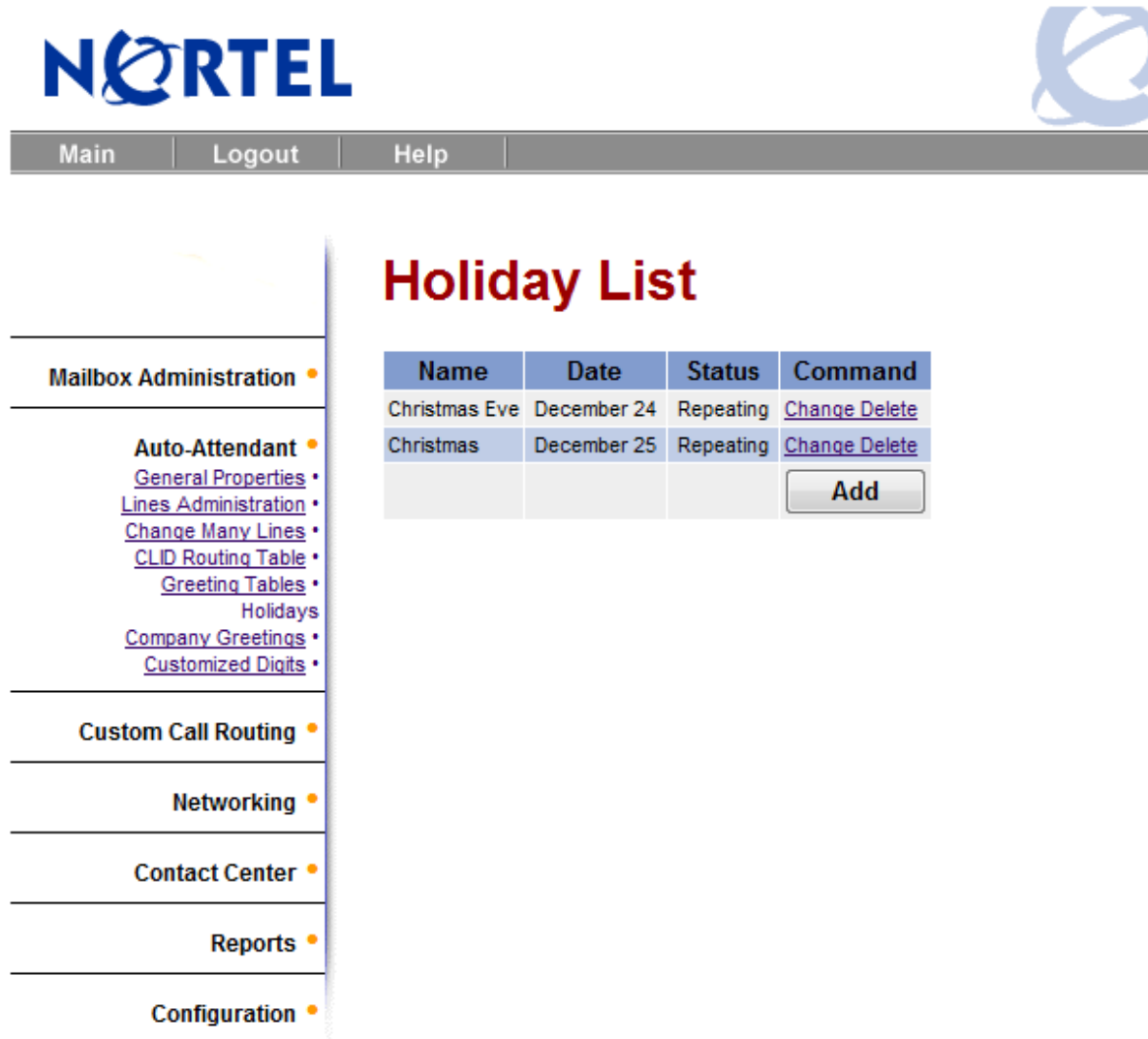
Occurs every year on the same date:

	Morning	Afternoon	Evening	Non Business
Greeting:	<input type="text" value="1"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="10"/>
CCR Tree:	<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>
Hours:	<input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)

Submit

Cancel

Figure 4



The screenshot shows the NORTEL web interface. At the top, there is a navigation bar with 'Main', 'Logout', and 'Help' buttons. Below this is the NORTEL logo and a large blue graphic. The main content area is divided into a left sidebar and a main panel. The sidebar contains a menu with categories: Mailbox Administration, Custom Call Routing, Networking, Contact Center, Reports, and Configuration. The 'Mailbox Administration' category is expanded, showing sub-items: Auto-Attendant, General Properties, Lines Administration, Change Many Lines, CLID Routing Table, Greeting Tables, Holidays, Company Greetings, and Customized Digits. The main panel displays the 'Holiday List' section, which includes a table with columns for Name, Date, Status, and Command. The table lists two holidays: Christmas Eve (December 24, Repeating) and Christmas (December 25, Repeating). Each row has 'Change' and 'Delete' links. Below the table is an 'Add' button.

Holiday List

Name	Date	Status	Command
Christmas Eve	December 24	Repeating	Change Delete
Christmas	December 25	Repeating	Change Delete
			<input type="button" value="Add"/>