Creating Holiday Schedules

CJP Administrator Training

November 20, 2018

Steps to Create Holiday Schedule

1. Create Media Files

2. Upload Media Files

3. Create Control Script

4. Identify EPs and Queues

5. Create Routing Strategy

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Create Media Files

- Records desired message
  - Use your Veracity phone and voicemail
  - Set your voice mailbox to send a copy of message to email
- Convert media file
  - Use media converter like GoldWave or Audacity (Freeware)
  - Convert file to u-law, 8000Hz, 64kbps, mono
- Save Media File
  - Do not use punctuation in file names
  - Do not use spaces in file names
  - You can use "_"

Upload Media Files

- In the Routing Strategy module select Resources
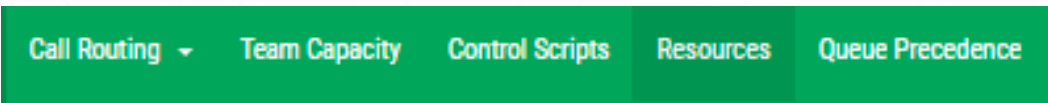
- Click "New" to upload a new file

- Browse to the file location and click "Save"

Create or Update Control Script

- Some production strategies are very complicated

- A Holiday message could be added to an existing Call Flow within a routing strategy – new script not needed

- When call flow changes during the holiday, a new script could be required

- To facilitate easy editing, copy an existing control script

- Create a new control script
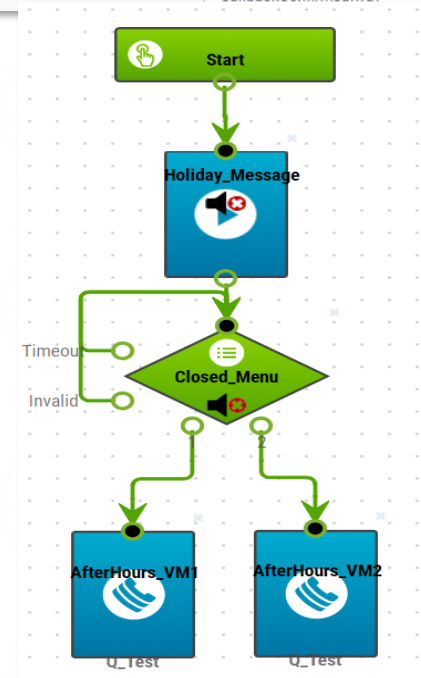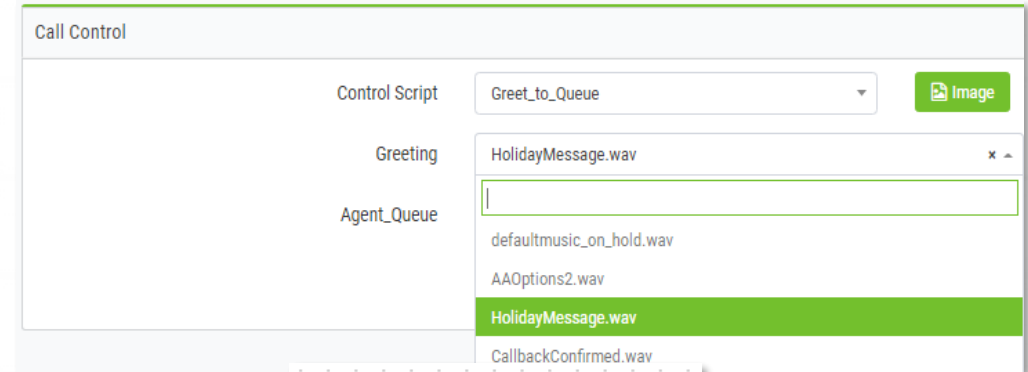
Identify EPs and Queues

- Routing strategies are assigned to Entry Points and Queues

- Determine the message location - Entry Point or queue

- Determine regular Routing Strategy or a Global Routing Strategy
  - For a regular Routing Strategy, update each strategy that should have the holiday message
  - For a Global Routing Strategy, select all EPs or Queues that should have the holiday message

Create or Update Routing Strategy

- Determine best solution:
  - Update an existing production holiday strategy
  - Update a Current Strategy
  - Create new strategy

- Update Existing Production Strategy
  - Change media files
  - Change start and end dates
  - Change start and end times
  - If using "default" strategy, enable the strategy
  - If not "default" you will need to disable production strategy

- Update a Current Strategy
  - Use if Holiday treatment is temporary
  - Leaving early on a holiday, but not changing other strategies
  - Do not want new strategy or update production strategy

- Create New Strategy
  - Different from production call flow
  - Different treatment depending on EP or queue

Thank You!

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