How Do I Set Holidays in the Web Portal?

23 Thu, Jan 28, 2021 Schedules

Question

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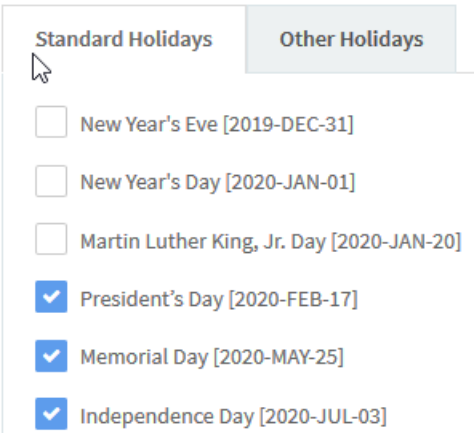
Answer

Setting a holiday to enabled allows your service to work as if it were after hours. There is a list of holidays entered in the system already that are updated each year to enable or disable. If you need a custom one, it can be added as well.

Enable a Standard Holiday

On the left taskbar, click on **Groups**
Select the group you'll be setting a holiday for
Now on the **Group Details** page, navigate to the **Holidays** tab
Under **Standard Holidays**, check the radio box to the left of the holiday to enable this service



Enable Other Holidays

On the left taskbar, click on **Groups**
Select the group you'll be setting a holiday for
Now on the **Group Details** page, navigate to the **Holidays** tab
Click the **Other Holidays** tab
Once the tab is selected, press the button to add a new holiday

The **Create New Holiday** page will open. Update the following information, and press *Create* to create the needed holiday:
Label - Can be the name of the holiday or reason for closure
Start Day - The numerical value of the date the hours will be closed
End Day - The numerical value of the date the hours will be closed
End Month - The month in which the holiday resides in

Applies To

MAXvoice
Call Flow

Online URL: https://help.maxcore.io/article-23.html