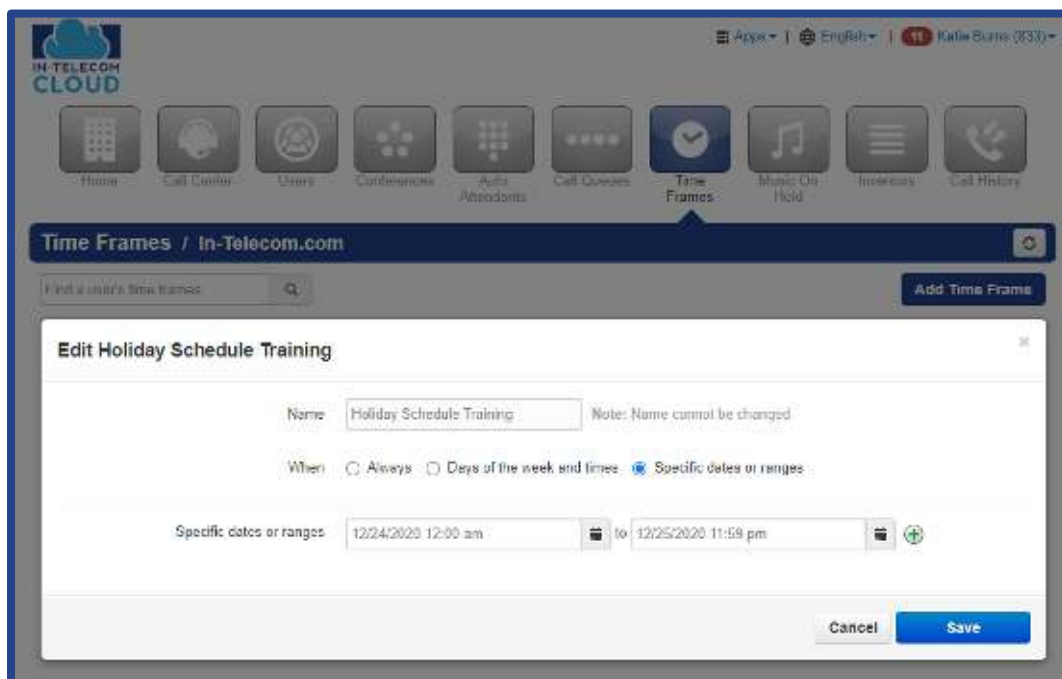


Holiday How To: 4 Steps to Prepare with ITC Cloud

ITC Cloud makes it easy to **“Ring in the Holidays”**. Unwrap 4 simple ways you can use your ITC Cloud portal to set up holiday-specific auto attendants, call routing, and additional tips for your organization. In-Telecom and ITC Cloud provide the gift of helping you overcome the holiday blues of waiting too late to set up seasonal profiles for your business.

1 Create your organization holiday schedule and set up a Time Frame

Determine the specific dates and times you would like to adjust your office hours. Navigate to the Time Frame tab and select “Add Time Frame”. Next, give your Time Frame a name that helps differentiate them from other Times Frames such as “Holiday Schedule”. Next, select the option “Specific dates or ranges” and fill in the appropriate dates. You can add multiple dates and ranges here. Once you have completed these steps, click Save.



The screenshot shows the ITC Cloud interface for managing Time Frames. The navigation bar includes Home, Call Center, Users, Conferences, Auto Attendants, Call Queues, Time Frames (selected), Music On Hold, Invoicing, and Call History. The main content area is titled 'Time Frames / In-Telecom.com' and features a search bar and an 'Add Time Frame' button. An 'Edit Holiday Schedule Training' modal is open, displaying the following details:

- Name: Holiday Schedule Training (Note: Name cannot be changed)
- When: Always, Days of the week and times, Specific dates or ranges
- Specific dates or ranges: 12/24/2020 12:00 am to 12/25/2020 11:59 pm
- Buttons: Cancel, Save

2 Create your holiday specific Auto Attendant

Navigate to the "Auto Attendants" tab and click "Add Attendant". Give your "Auto Attendant" a unique name, create a new extension number (will alert you if used), select the Time Frame you previously created, and click "Add". **Figure 2-a** Now, the fun part! Gone are the days where you must record your own voice for each option. If you haven't watched our training video, [How to Setup an Auto Attendant](#) yet we suggest you watch before completing this step. Once you have successfully set up your customized "Auto Attendant", click Save. **Figure 2-b**

Figure 2-a



Figure 2-b



3 Complete your seasonal call routing using Inventory within ITC Cloud

Navigate to the "Inventory" tab. Select the DID or phone number to which applies. This can easily be done by using the "Filters" option. **Figure 3-a** Here you will enable the specific holiday time frame for this phone number and select your Treatment. For example, select "Auto Attendant" then type in the name of the Auto Attendant you just created. *Its recommended to complete this step for weather events, holidays, business hours, after hours (Default). (Organize the time frames in this order from top down) Click "Save."

Figure 3-b

Going forward, all calls made to the number selected, during the time frame created will play this unique holiday auto attendant for you!

Figure 3-a

The screenshot shows the 'Edit (985) 661-2017' dialog box in the ITC Cloud interface. The dialog box is titled 'Edit (985) 661-2017' and contains the following fields and options:

- Enable Time Frames:** A toggle switch set to 'No'.
- Enable Date:** A date selection field.
- Treatment:** A dropdown menu set to 'None'.
- Disable Date:** A date selection field.
- User:** A text field containing '985 (985) 661-2017'.
- Caller ID Prefix:** A text field.
- Notes:** A text area with a note below it: 'Limited to 64 characters'.

At the bottom of the dialog box, there are 'Cancel' and 'Save' buttons.

Figure 3-b

The screenshot shows the 'Edit (985) 661-2017' dialog box in the ITC Cloud interface. The dialog box is titled 'Edit (985) 661-2017' and contains the following fields and options:

- Enable Time Frames:** A toggle switch set to 'Yes'.
- Enable Date:** A date selection field.
- Timezone:** A dropdown menu set to 'US/Central'.
- Disable Date:** A date selection field.
- Caller ID Prefix:** A text field.
- Notes:** A text area with a note below it: 'Limited to 64 characters'.

Below the notes field, there is a dropdown menu labeled 'Select time frame for new rule' with a '+' button next to it. Below this is a table with the following columns: 'Time Frame', 'Treatment', and 'Destination'.

Time Frame	Treatment	Destination
Hurricane	Auto Attendant	Enter name of Auto Attendant
Holiday Time Frame	Auto Attendant	Enter name of Auto Attendant
Work Days	Auto Attendant	Enter name of Auto Attendant
Default	Auto Attendant	Enter name of Auto Attendant

At the bottom of the dialog box, there are 'Cancel' and 'Save' buttons.

4 Tips to ensure a happy holiday. Remind your team to update their status in the portal and create their automatic out of office email reply.

To change your status in the portal, find and click on your contacts side bar located in the bottom right corner of your screen. Once it is expanded, input your status under your name. This is only seen by your internal organization and would need to be done by each individual if they please. **Figure 4-a** (For example, those who are on vacation during a different period than your set time frame). Another great tip is to create and set up your automatic out of office email reply. The steps for this can be different depending on your email server or services. If you have Microsoft Outlook, simply click File, select the button for Automatic Replies, and follow the instructions. **Figure 4-b**

Figure 4-a

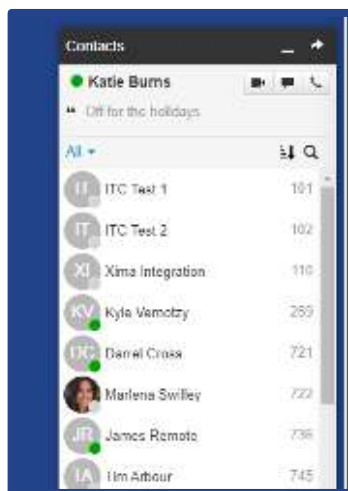
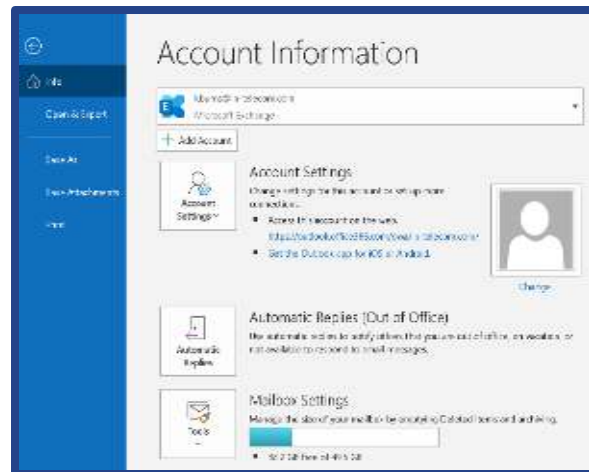


Figure 4-b



STOCKING BONUS – Watch our training video, “Holiday How To for the Advanced User” for more visual guidance. Need more of a “hands-on” experience setting up the first time? No problem! Give us a call at 8888-470-0614 and we can walk you through this process.