

How to Set Up a Holaday Message

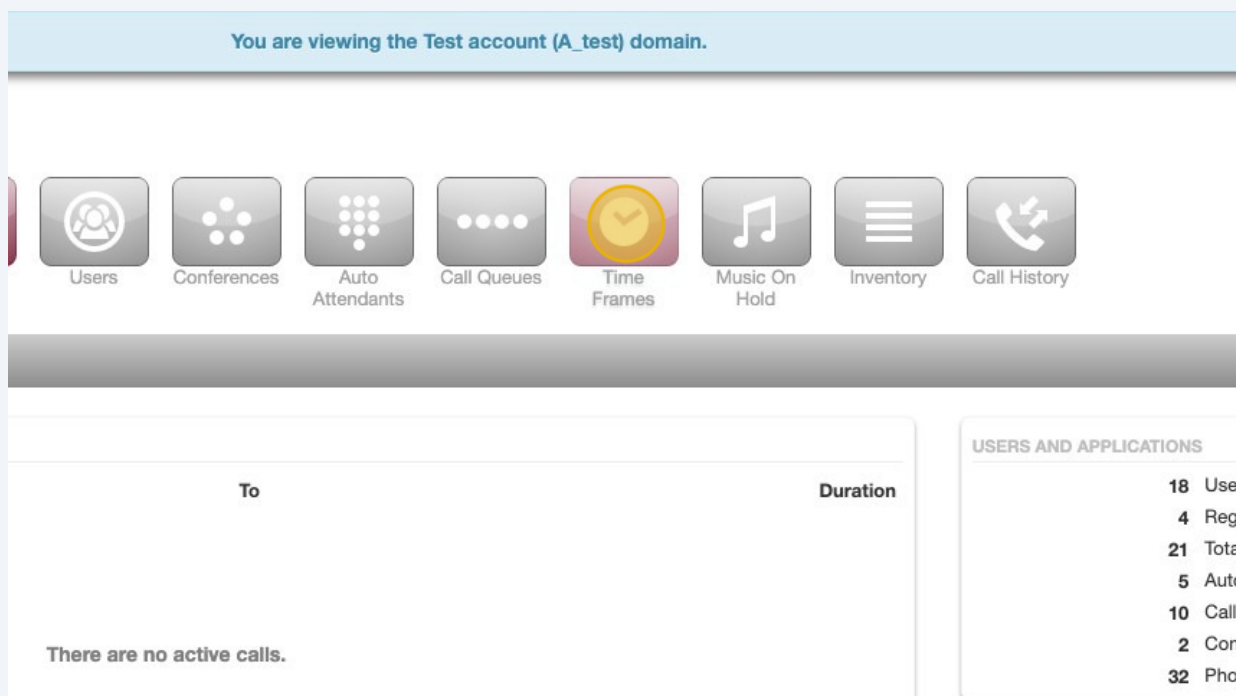
You can also use these steps to set up an out-of-office message.

1 Navigate to <https://voice.succeed.net/portal/home>

2 login as an office manager.

3 Click "Time Frames"

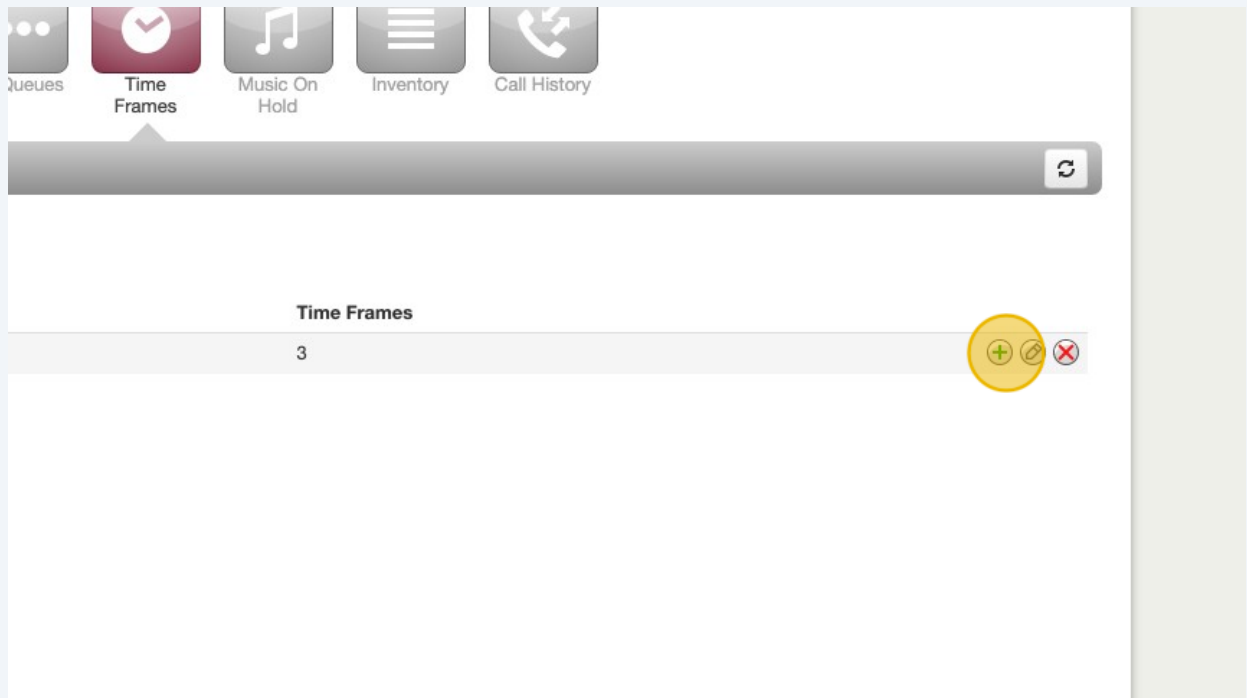
You are viewing the Test account (A_test) domain.



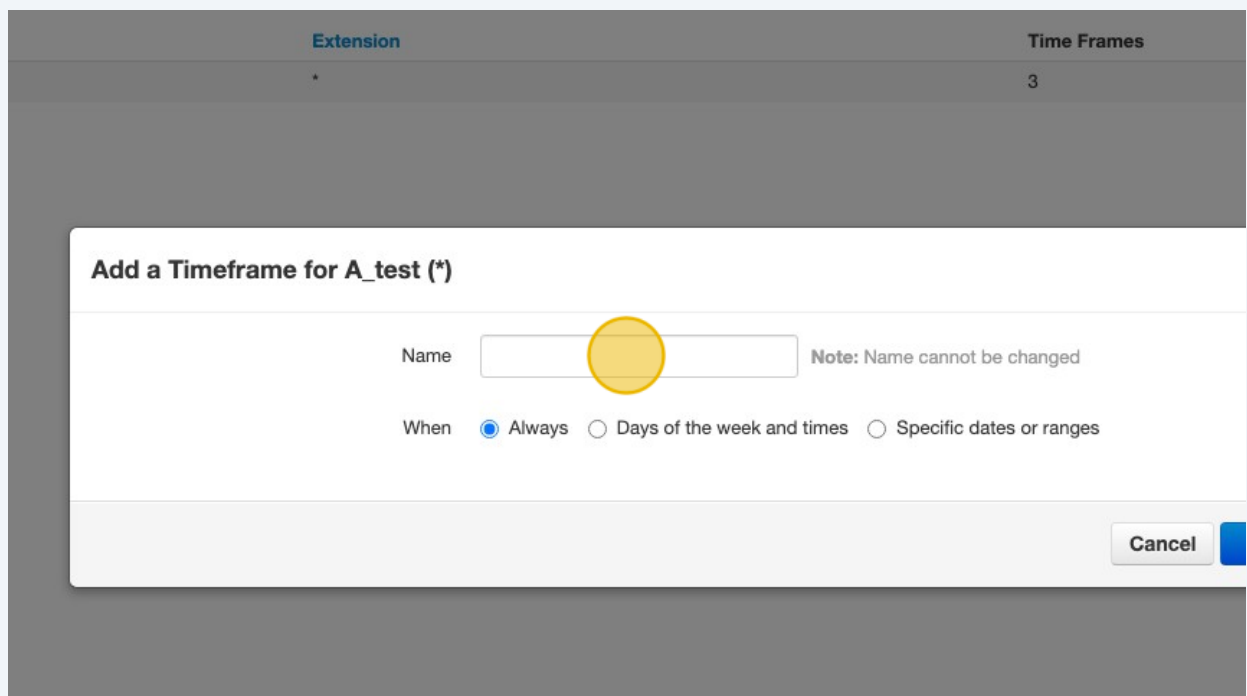
To	Duration
There are no active calls.	

USERS AND APPLICATIONS	
18	User:
4	Regis:
21	Total
5	Auto
10	Call C
2	Conf
32	Phon

4 Click "Add Time Frame"

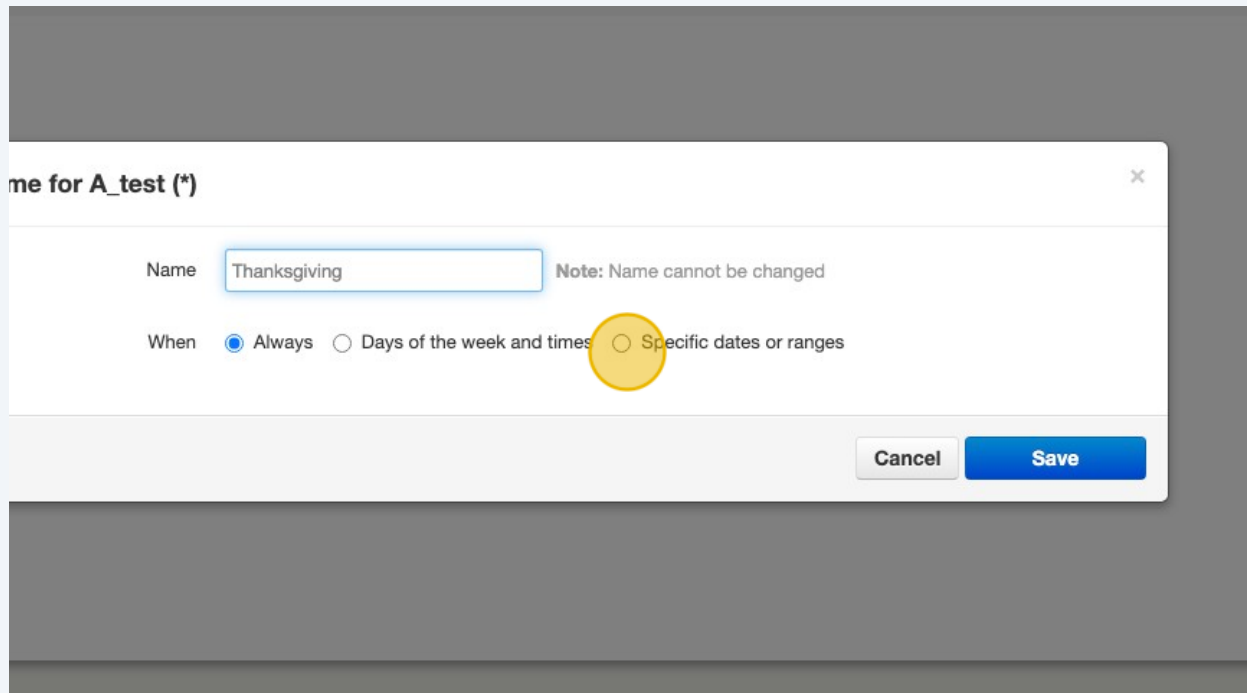


5 Click this text field.



6 Type "Thanksgiving" or any holiday.

7 Click "Specific dates or ranges"



The screenshot shows a dialog box titled "me for A_test (*)" with a close button (X) in the top right corner. The dialog contains the following elements:

- A "Name" field with the text "Thanksgiving" entered. To the right of the field is a note: "Note: Name cannot be changed".
- A "When" section with three radio button options: "Always" (selected), "Days of the week and times", and "Specific dates or ranges". A yellow circle highlights the "Specific dates or ranges" radio button.
- At the bottom right, there are two buttons: "Cancel" and "Save".

8 Click here.

neframe for A_test (*)

Name **Note:** Name cannot be changed

When Always Days of the week and times Specific dates or ranges

Specific dates or ranges to

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9 Click the starting date

Specific dates or ranges to

November 2023

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

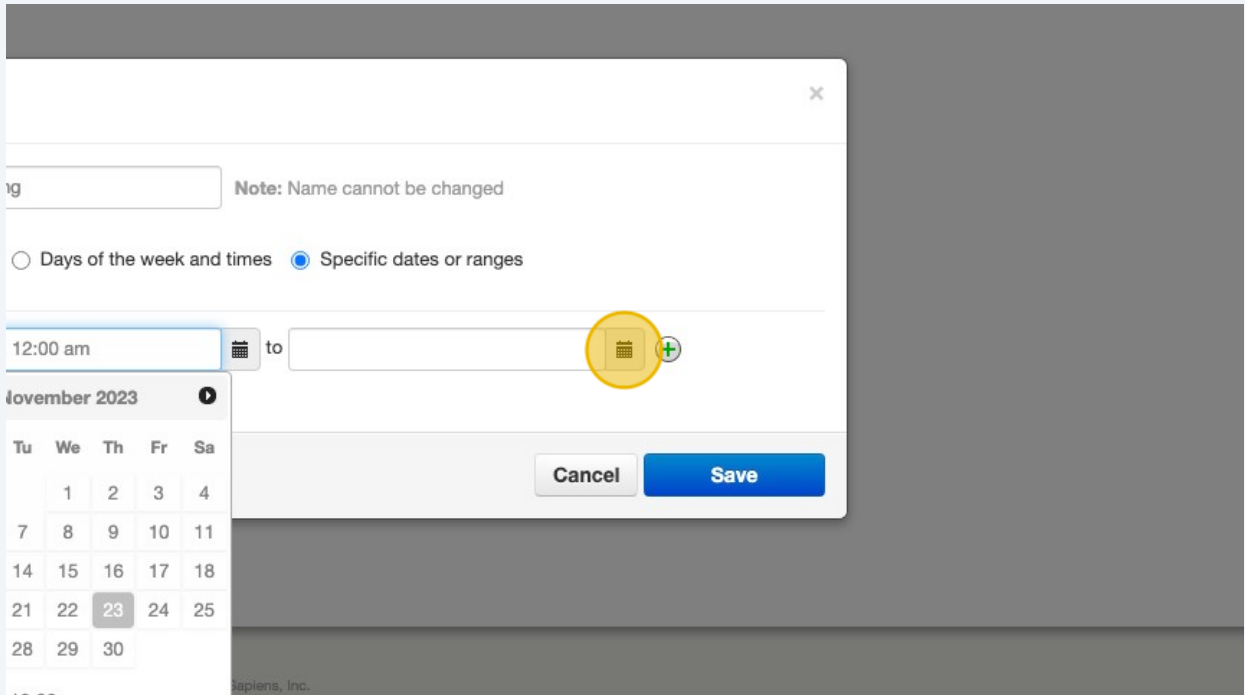
Time 12:00 am

Hour

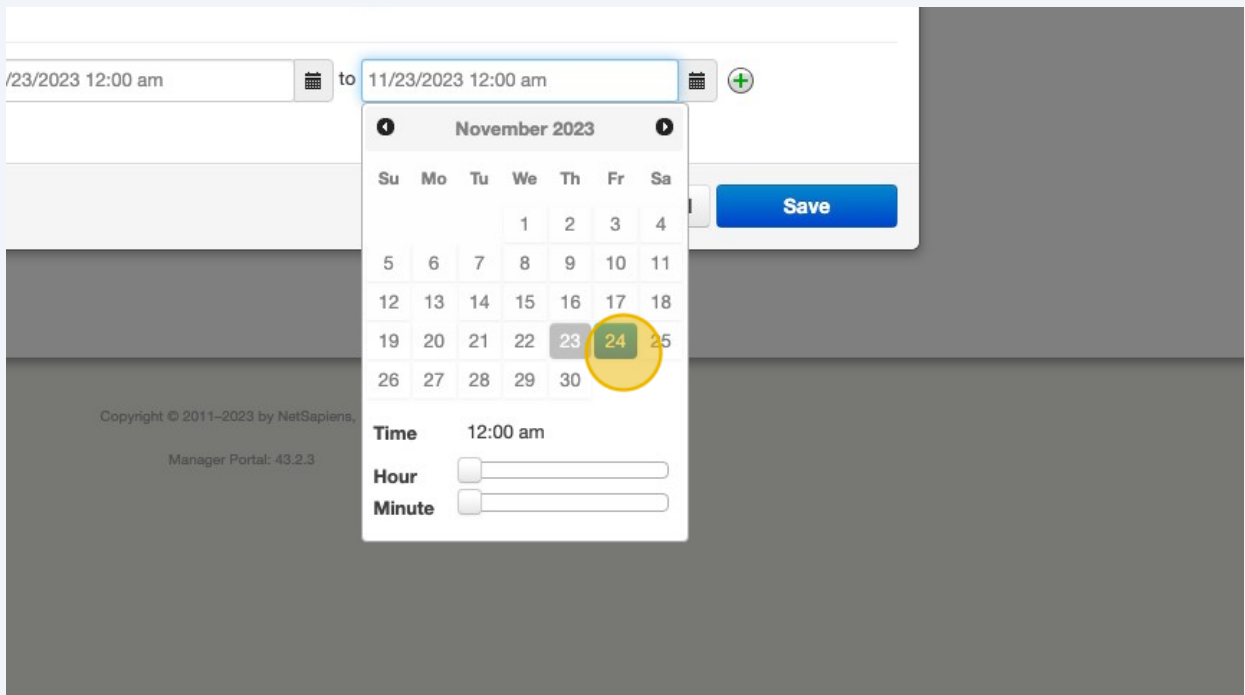
Minute

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10 Click here.



11 Click the ending date



12 Click Save

Note: Name cannot be changed

3 week and times Specific dates or ranges

to 11/24/2023 12:00 am

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Manager Portal: 43.2.3

13 Click Auto Attendants

You are viewing the Test account (A_test) domain.

NET

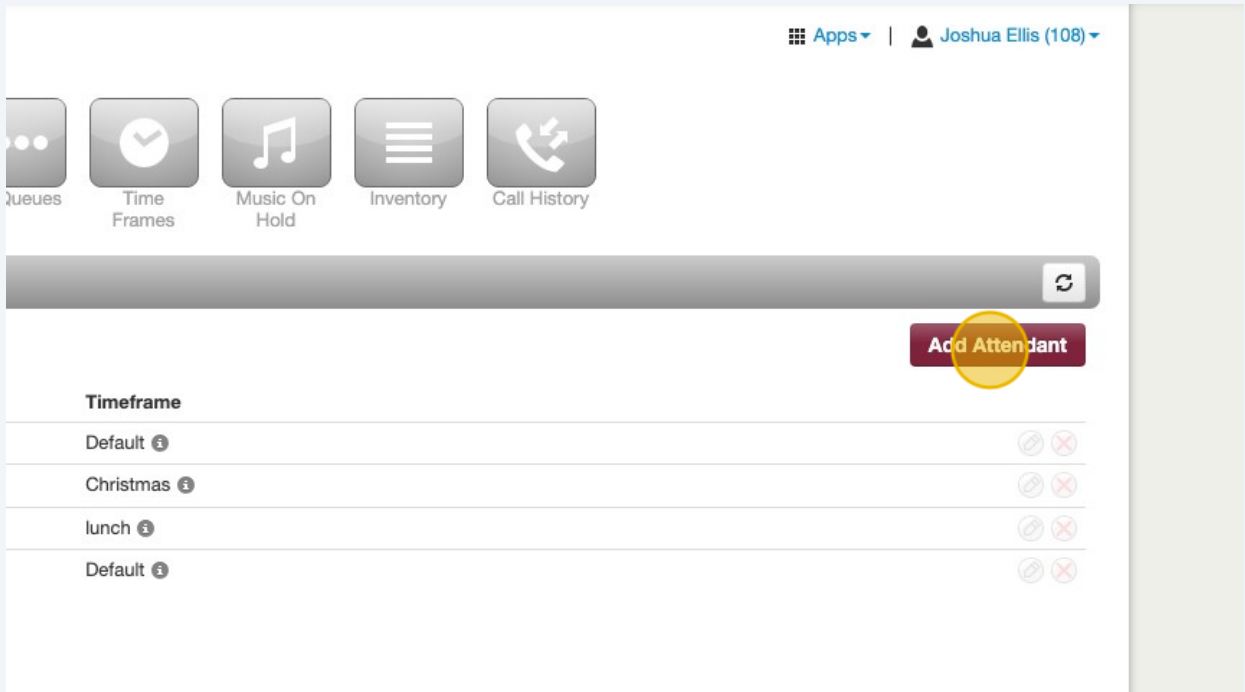
Time frame Thanksgiving has been created.

Home Users Conferences **Auto Attendants** Call Queues Time Frames Music On Hold Inventory

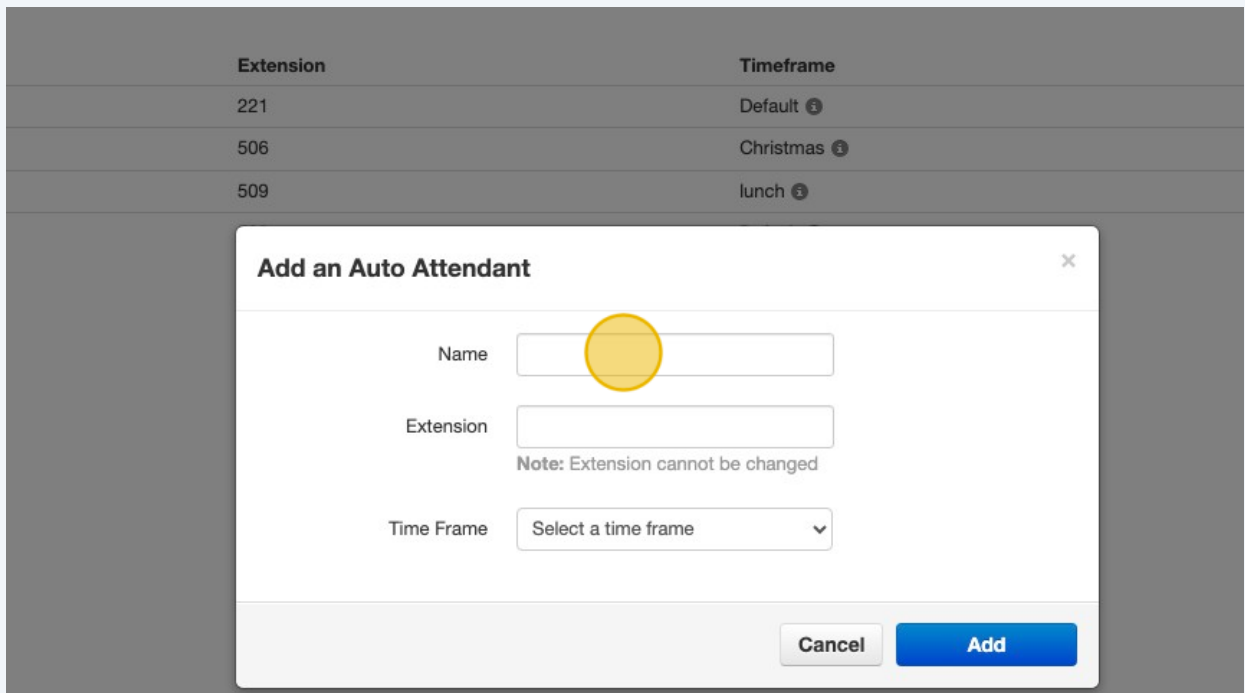
Hide Users Without Time Frames Hide System Users

Extension	Time Frames
*	4

14 Click "Add Attendant"



15 Click name field



16 Type "Thanksgiving" or any holiday

17 Click extension field

221	Default ⓘ
506	Christmas ⓘ
509	lunch ⓘ

Add an Auto Attendant

Name

Extension

Note: Extension cannot be changed

Time Frame

18 Type "500" every extension needs to be unique so the next would be 501, 502, and so on.

19 Click this dropdown.

509 lunch

Add an Auto Attendant ✕

Name

Extension **New**

Note: Extension cannot be changed

Time Frame ▼

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20 select the time frame that goes holiday

21 Click save

Name

Extension **New**

Note: Extension cannot be changed

Time Frame

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Detailed description: This screenshot shows a form for adding a new extension. The form has three input fields: 'Name' with the value 'Thanksgiving', 'Extension' with the value '500', and 'Time Frame' with a dropdown menu showing 'Thanksgiving'. A green 'New' tag is next to the extension number. A note below the extension field states 'Note: Extension cannot be changed'. At the bottom of the form are two buttons: 'Cancel' and 'Add'. The 'Add' button is highlighted with a yellow circle. The background is a dark grey panel with copyright information at the bottom.

22 Click "greeting manage" to record your message

Auto Attendant Name

Extension

Intro Greetings

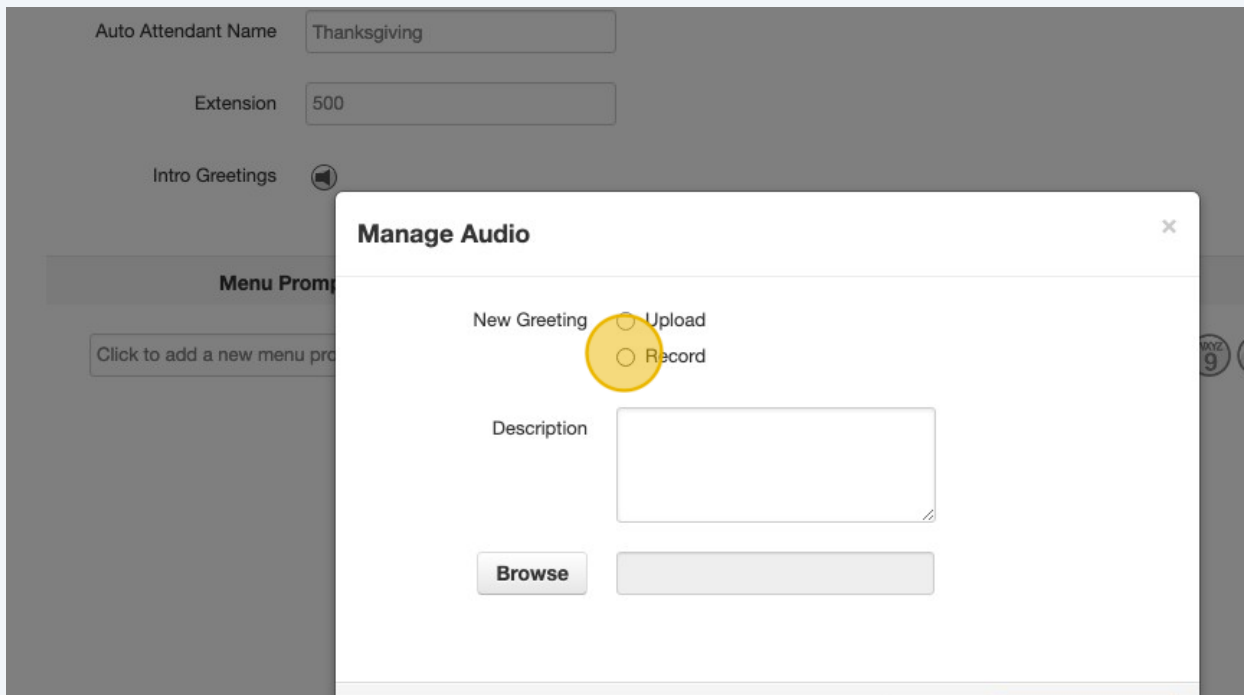
Menu Prompt **Dial P**

Click to add a new menu prompt

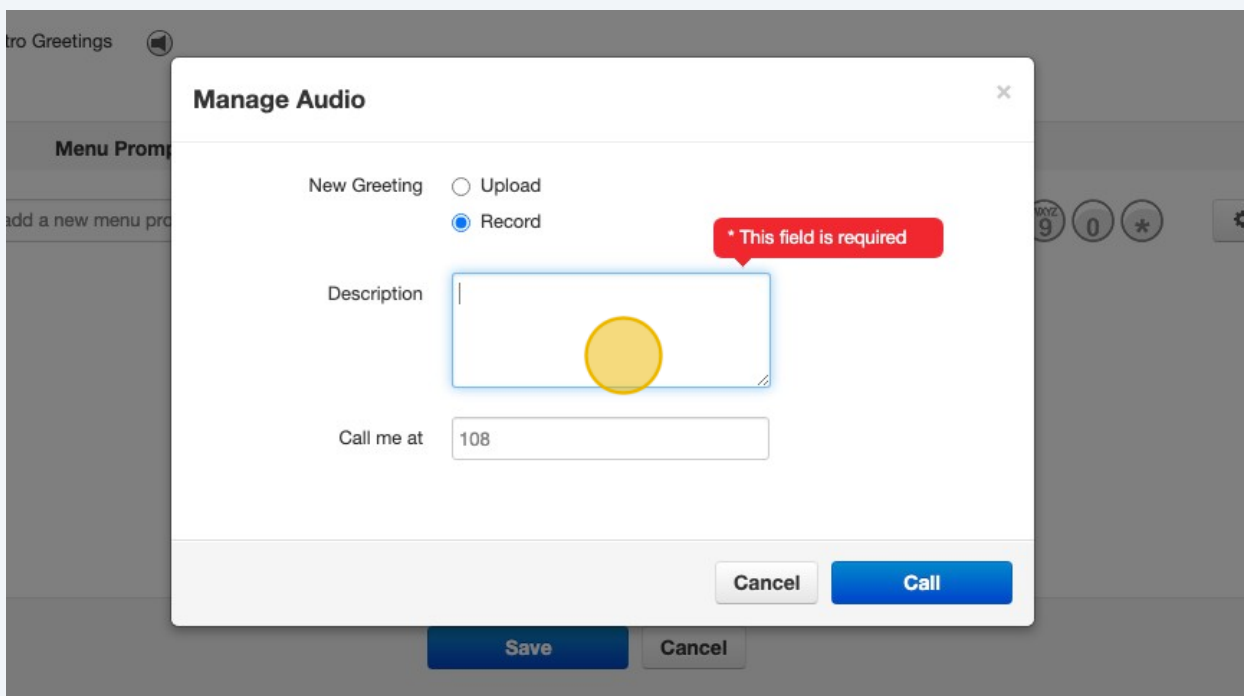
1 2 3 4 5

Detailed description: This screenshot shows the 'Menu Prompt' section of a form. It includes fields for 'Auto Attendant Name' (Thanksgiving) and 'Extension' (500). There is a checkbox for 'Intro Greetings'. Below these is a 'Menu Prompt' section with a button that says 'Click to add a new menu prompt' and a 'Manage Audio' button. The 'Manage Audio' button is highlighted with a yellow circle. To the right of the 'Menu Prompt' section is a 'Dial P' label and a set of buttons numbered 1 through 5, each with a corresponding letter (ABC, DEF, GHI, JKL).

23 Click the "Record" field.



24 Enter a Description



25 Type "Thanksgiving"

26 Click call me at and enter your phone extension or a cell phone number to record the message

manage AUDIO

New Greeting Upload
 Record

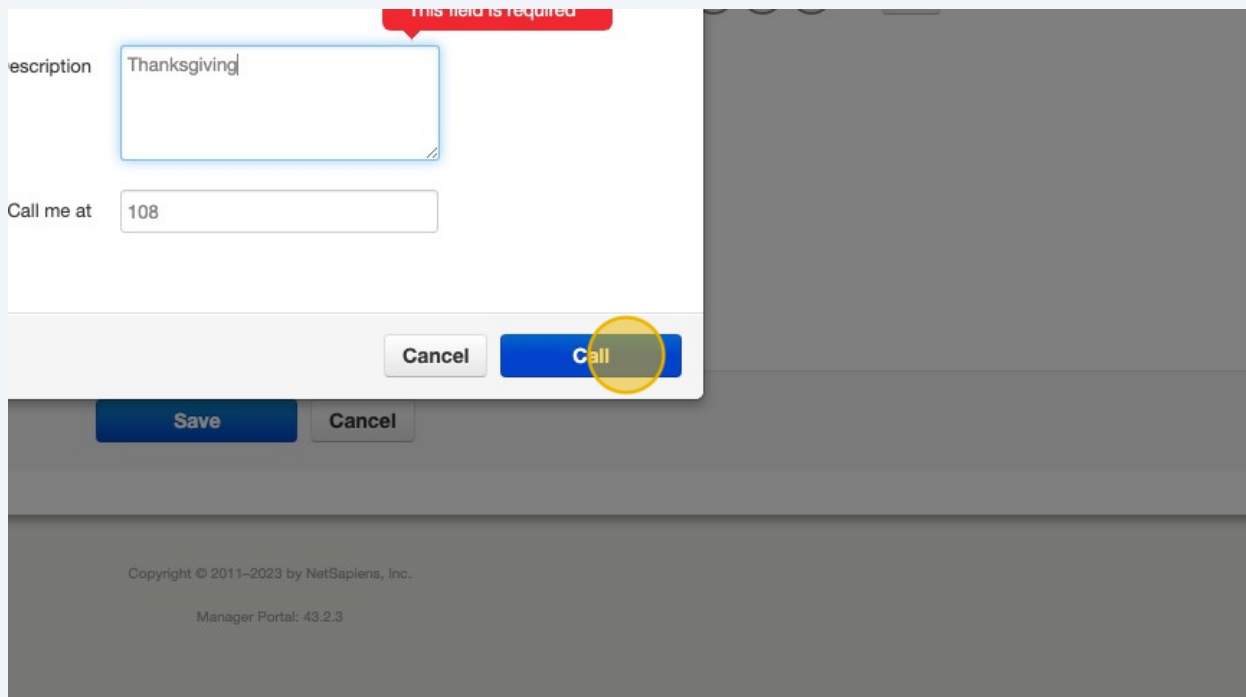
Description

Call me at

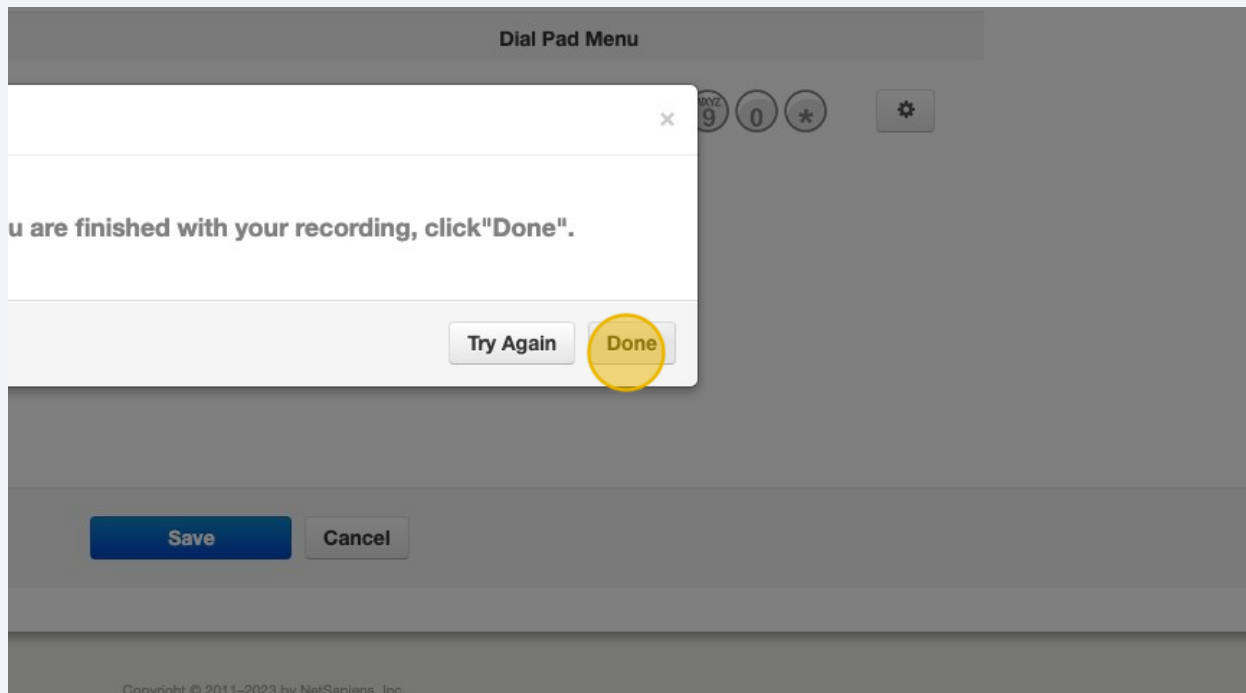
Cancel Call

Save Cancel

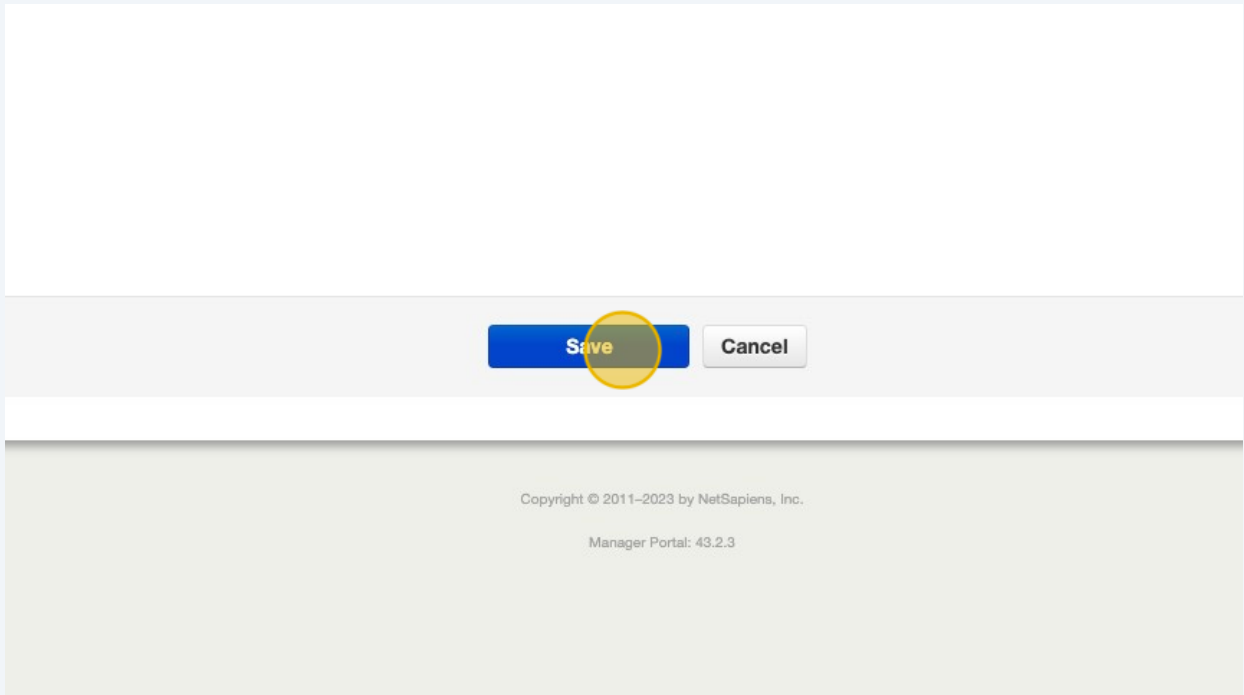
27 Click this button.



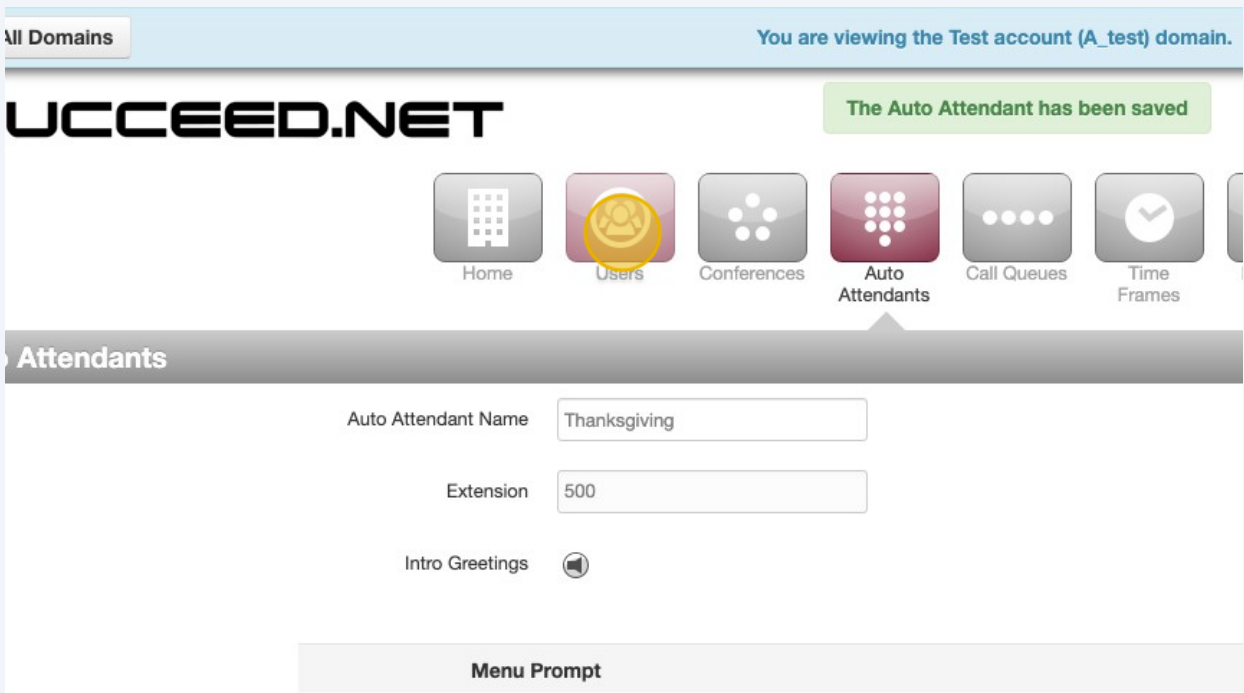
28 Our extension or phone will ring and follow the prompt to record your message. click done after you are done with the call



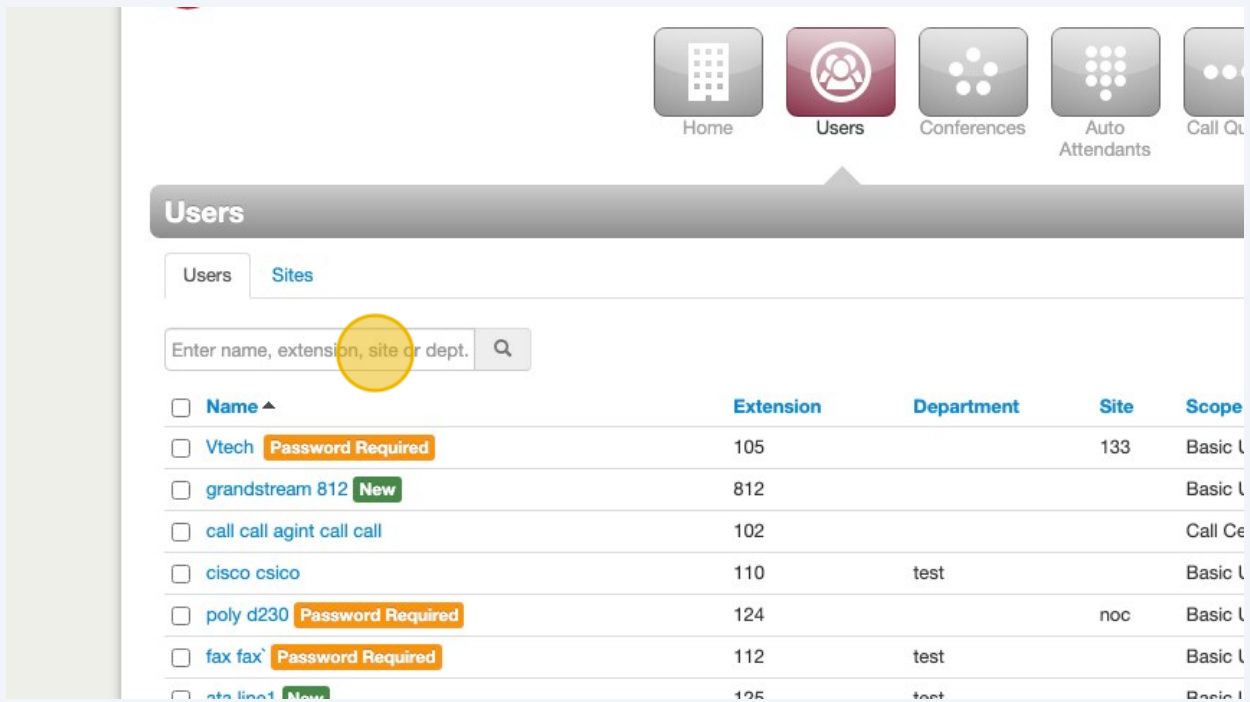
29 Click Save



30 Click Users



31 Click the "Enter name, extension, site or dept." field.



The screenshot shows a web interface for user management. At the top, there are navigation icons for Home, Users, Conferences, Auto Attendants, and Call Queues. The 'Users' icon is highlighted. Below the navigation is a 'Users' header with tabs for 'Users' and 'Sites'. A search bar is present with the placeholder text 'Enter name, extension, site or dept.' and a magnifying glass icon. A yellow circle highlights this search bar. Below the search bar is a table with columns: Name, Extension, Department, Site, and Scope. The table contains several rows of user data, some with status tags like 'Password Required' or 'New'.

<input type="checkbox"/> Name ^	Extension	Department	Site	Scope
<input type="checkbox"/> Vtech Password Required	105		133	Basic L
<input type="checkbox"/> grandstream 812 New	812			Basic L
<input type="checkbox"/> call call agint call call	102			Call Ce
<input type="checkbox"/> cisco csico	110	test		Basic L
<input type="checkbox"/> poly d230 Password Required	124		noc	Basic L
<input type="checkbox"/> fax fax Password Required	112	test		Basic L
<input type="checkbox"/> sta line1 New	125	test		Basic L

32 Type "Time Routing"

33 Click "Time Routing" you will only have one

The screenshot shows the 'Users' management interface. At the top, there are navigation tabs: Home, Users (selected), Conferences, Auto Attendants, and Call Q. Below the 'Users' header, there are tabs for 'Users' and 'Sites'. A search bar contains the text 'time', and a dropdown menu is open, showing 'time routing' and 'Time Routing' (highlighted with a yellow circle). Below the search bar is a table with columns: Name, Extension, Department, Site, and Scope. The table lists several users, with 'Time Routing' (extension 105, site 133) highlighted in blue. Other users include 'grandstream 812', 'call call agint call call', 'cisco csico', 'poly d230', 'fax fax', 'ata line1', and 'conference phone'. Some users have status tags like 'New' or 'Password Required'.

Name	Extension	Department	Site	Scope
Time Routing	105		133	Basic U
grandstream 812	812			Basic U
call call agint call call	102			Call Ce
cisco csico	110	test		Basic U
poly d230	124		noc	Basic U
fax fax	112	test		Basic U
ata line1	125	test		Basic U
conference phone	130			Basic U

34 Click "time routing"

The screenshot shows the 'Users / Time Routing' page. At the top right, there is a tab for 'Attendants'. Below the 'Users / Time Routing' header, there are tabs for 'Users' and 'Sites'. A search bar contains the text 'Time Routing'. Below the search bar is a table with columns: Name, Extension, Department, Site, and Scope. The table lists two entries: 'time routing' (extension 206, department test, scope Basic User) and 'time routing' (extension 220, scope Basic User). The second entry is highlighted in grey and has an 'Edit' button next to it, which is circled in yellow.

Name	Extension	Department	Site	Scope
time routing	206	test		Basic User
time routing	220			Basic User

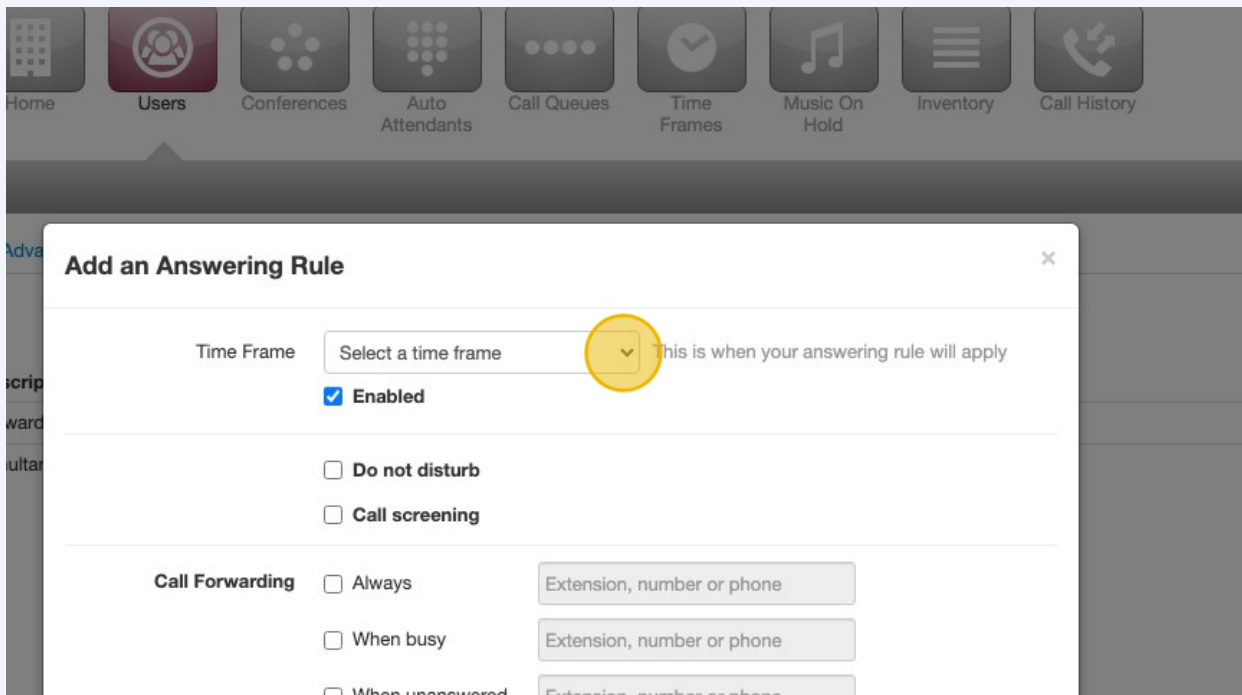
35 Click "Answering Rules"

The screenshot shows the SUCCEED.NET web interface. At the top, there is a navigation bar with icons for Home, Users, Conferences, Auto Attendants, and Call Queues. The 'Users' icon is highlighted. Below the navigation bar, the breadcrumb path is 'Users / time routing (220) New'. A secondary navigation bar contains tabs for Profile, Answering Rules, Voicemail, Phones, and Advanced. The 'Answering Rules' tab is highlighted with a yellow circle. Below the tabs, the 'Profile Information' section is visible, containing three input fields: 'First Name' with the value 'time', 'Last Name' with the value 'routing', and 'Login Name' with the value '220@A_test'.

36 Click "Add Rule"

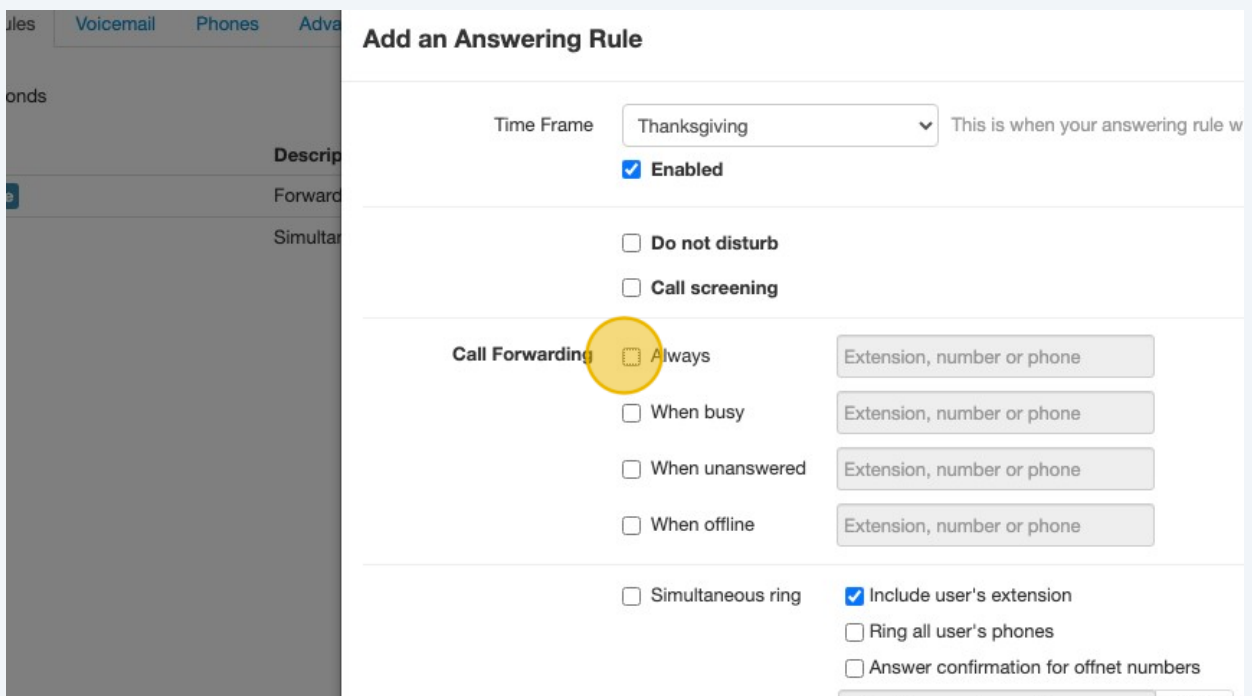
The screenshot shows the 'Answering Rules' section of the SUCCEED.NET web interface. At the top, there is a navigation bar with icons for Queues, Time Frames, Music On Hold, Inventory, and Call History. Below the navigation bar, there is a header bar with a refresh icon. The main content area is empty, and at the bottom right, there are two buttons: 'Allow / Block' and 'Add Rule'. The 'Add Rule' button is highlighted with a yellow circle.

37 Click Time Frame dropdown. and select the Thanksgiving Time Frame



The screenshot shows the 'Add an Answering Rule' dialog box. At the top, there is a navigation bar with icons for Home, Users, Conferences, Auto Attendants, Call Queues, Time Frames, Music On Hold, Inventory, and Call History. The dialog box has a title bar with a close button. Below the title bar, there is a 'Time Frame' dropdown menu with the text 'Select a time frame' and a yellow circle highlighting the dropdown arrow. To the right of the dropdown is the text 'This is when your answering rule will apply'. Below this, there is a checked checkbox for 'Enabled'. Further down, there are two unchecked checkboxes: 'Do not disturb' and 'Call screening'. At the bottom, there is a 'Call Forwarding' section with three options: 'Always', 'When busy', and 'When unanswered'. Each option has a radio button and a text input field with the placeholder 'Extension, number or phone'. The 'Always' option is highlighted with a yellow circle.

38 Click the "Always" field.



The screenshot shows the 'Add an Answering Rule' dialog box. The 'Time Frame' dropdown menu is now set to 'Thanksgiving'. The 'Enabled' checkbox is checked. Below this, there are two unchecked checkboxes: 'Do not disturb' and 'Call screening'. At the bottom, there is a 'Call Forwarding' section with four options: 'Always', 'When busy', 'When unanswered', and 'When offline'. Each option has a radio button and a text input field with the placeholder 'Extension, number or phone'. The 'Always' option is highlighted with a yellow circle. Below the 'Call Forwarding' section, there is a 'Simultaneous ring' section with three options: 'Simultaneous ring' (unchecked), 'Include user's extension' (checked), 'Ring all user's phones' (unchecked), and 'Answer confirmation for offnet numbers' (unchecked).

39 Click the "Extension, number or phone" field.

Add an Answering Rule ×

Time Frame This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding **Always**

When busy

When unanswered

When offline

Simultaneous ring **Include user's extension**

Ring all user's phones

Answer confirmation for offnet numbers

40 Type "Thanksgiving"

41 Click "Auto Attendant - Thanksgiving (500)" or the Auto Attendant you just added.

Call Forwarding

- Always
- When busy
- When unanswered
- When offline
- Simultaneous ring
- Just ring user's extension

tha

- User - 500 (Thanksgiving Auto Attendant)
- User - 800 (Thanksgiving Auto Attendant)
- Voicemail - 500 (Thanksgiving Auto Attendant)
- Voicemail - 800 (Thanksgiving Auto Attendant)
- Auto Attendant - Thanksgiving (500)**

Extension, number or phone 00 +

Cancel **Save**

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42 Click save

Simultaneous ring

- Include user's extension
- Ring all user's phones
- Answer confirmation for offnet numbers

Extension, number or phone 00 +

Just ring user's extension

Cancel **Save**

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