

Setting up a holiday greeting on Vertical Wave

Type out your greeting.

Open the Global Administrator/ User Group Management

Auto Attendant Tab

Click right on the mouse to create “new”

Type in the name of your new auto attendant

Extension # (pick the next numerical)

Type in your greeting and record.

Menu Choices Tab

Click Add to insert the digit translations

Transfer=mailbox greetings

Jump=menu greetings

You do not need to record a prompt greeting in menu choices

Scheduled Actions Tab

NONE HERE.

Go back to the Main Auto Attendant Greeting in Auto Attendant Tab-open

In “Scheduled Actions”

“Add” Holiday Greeting, destination will be the Holiday Greeting #___

Open the Occurrence tab/Business Hours/Holidays

Add the appropriate Date for the scheduled Holidays.

To test, add today’s date and call in. Remember to undo this before you exit the program.