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Setting New Holidays

Setting new holidays is a 2-step procedure. First, create or edit a time frame, and then configure user answering rules for that time frame.

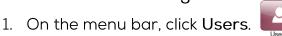
Set the time frame:

1. On the menu bar, click Time Frames.



- 2. Click Add Time Frame to add a new time frame or click the Name of the time frame you want to edit.
- 3. In the pop-up window, enter or edit the name for the holiday, click when it occurs, and use the check boxes, sliders, and text fields to adjust the rules, as appropriate.
- 4. Click Save.

Set the user answering rules:



- 2. Click the Name of a user who needs the time frame applied to him.
- 3. Click the Answering Rules link.
- 4. Check to see whether the time frame already applies to that user. Otherwise click Add Rule.
- 5. Using the Time Frame drop-down list, select the time frame you defined in step 1.
- 6. Complete the other settings as appropriate.
- 7. Click Save.
- 8. Reorder the time frames as needed to ensure the new rule will take precedence.

