How greeting priority works - Admin Panel

Purpose: This article clarifies which message the caller hears and when.

Priority rules

1. If a **Holiday or Temporary Greeting Override** is active within its **From** and **To** window, the caller hears the temporary greeting.
2. If no override is active, the caller hears the **Default Greeting**.
3. When the override window ends, the system returns to the default greeting by itself.

Visual cues in the UI

- The override panel shows the **From** and **To** window and the **Greeting** text that will play.
- The default greeting field shows the message that will play outside the override window.

Tips and good practices

- Before a holiday, confirm the override window and the default message are both correct.
- After the holiday, confirm that calls again play the default greeting.
- Keep a shared calendar reminder for upcoming closures so you set overrides on time.

Revision #2
Created 17 September 2025 12:15:31 by Admin
Updated 18 September 2025 07:22:07 by Admin