

Troubleshooting greeting changes - Admin Panel

Purpose: This article helps you resolve common issues after editing greetings.

Checklist

1. **I changed the Default Greeting but callers still hear the old message**
 - Check if a **Temporary Greeting Override** is active. If yes, callers will hear the override until the **To** time.
2. **My temporary greeting did not play at the planned time**
 - Confirm the **From** and **To** times and the correct time zone.
 - Verify that you clicked **Save** in the override panel.
3. **The default greeting did not return after the holiday**
 - Confirm the **To** time has passed.
 - Refresh the page and review the override panel for any future dates.
4. **I edited the label but the name did not update for other users**
 - Ask teammates to refresh their browser.
 - Confirm you edited the correct organization.

Tips and good practices

- Always test with a real call after a change.
- Keep a short internal log of who changed what and when.
- When in doubt, copy your greeting text to a document before editing so you can restore it quickly.

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