

Add a Holiday or Temporary Greeting Override - Admin Panel

Purpose: This article shows how to create a time bound greeting for holidays, office closures, or special events.

Steps

1. Go to **Admin** → **Copilot Settings**.
2. Click **Add Holiday or Temporary Greeting Override**.
3. In the panel that opens:
 1. Set the **From** date and time when the override should start.
 2. Set the **To** date and time when the override should end.
 3. Type the **Greeting** that callers should hear during this period.
4. Click **Save**.

What happens next

- During the **From** to **To** window, callers hear the temporary greeting first.
- After the **To** time passes, the system resumes the **Default Greeting** without any extra action.

Tips and good practices

- Add the reason for the change, for example “office closed for maintenance” or “reduced hours”.
- Include the date and time when normal service resumes.
- Create the override at least one day in advance to avoid last minute errors.
- Double check time zone settings for the dates you enter.
- Place a test call at the start time to confirm the override is active.

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