

Import and Export Holiday Schedules with Excel - Admin Panel

Purpose: Use Excel to add many closures at once, or to back up and share your schedule outside Phone Copilot.

Access

Open **Admin > Holiday/Off-Hour Schedule**.

Export the current schedule

1. Select **Export Holiday Schedule (Excel)**.
2. Save the file. It contains your existing entries.

Prepare a file for bulk upload

1. Open the exported Excel file or your internal template.
2. Add or edit rows with the following fields:
 - **Name** of the holiday or off-hour.
 - **From Date Time**.
 - **To Date Time**.
3. Use the date and time format shown in your account. Keep start before end. Do not include notes in extra columns.

Upload a holiday schedule

1. Select **Upload Holiday Schedule**.
2. Choose your Excel file.
3. Confirm the upload and wait for the success message.

Result: New rows are added. Rows that match existing items by identifier or exact values are updated, depending on your configuration.

Maintain the schedule over time

- Use **Add New** for quick one-off changes.
- Use **Export**, edit in Excel, and **Upload** for many changes at once or for annual planning.

Troubleshooting

- If the upload fails, check column headers and date formats.
- Remove blank rows and hidden sheets before uploading.
- If duplicates appear, remove the extra row in Excel and upload again, or delete the item in the table.

Tips and good practices

- Always export before a large update so you have a backup.
- Keep a master Excel file for the year and refresh it after each change.
- Use consistent names for recurring holidays to make searches easy.
- Validate dates for national holidays once per year, then upload the full list in one step.
- After a bulk upload, scan the table for time windows that overlap by mistake.

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