

# 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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