

Holiday Lists

Last Modified on 12/31/2020 2:12 pm EST

When creating time filter groups, custom parameters may be set for holiday filters that only occur on certain days of the year.

Open the call flow you want to add the holiday filter to then click and drag the **New Time Filter** option onto the call flow object you want the time filter to be after as illustrated in Figure O1 below.

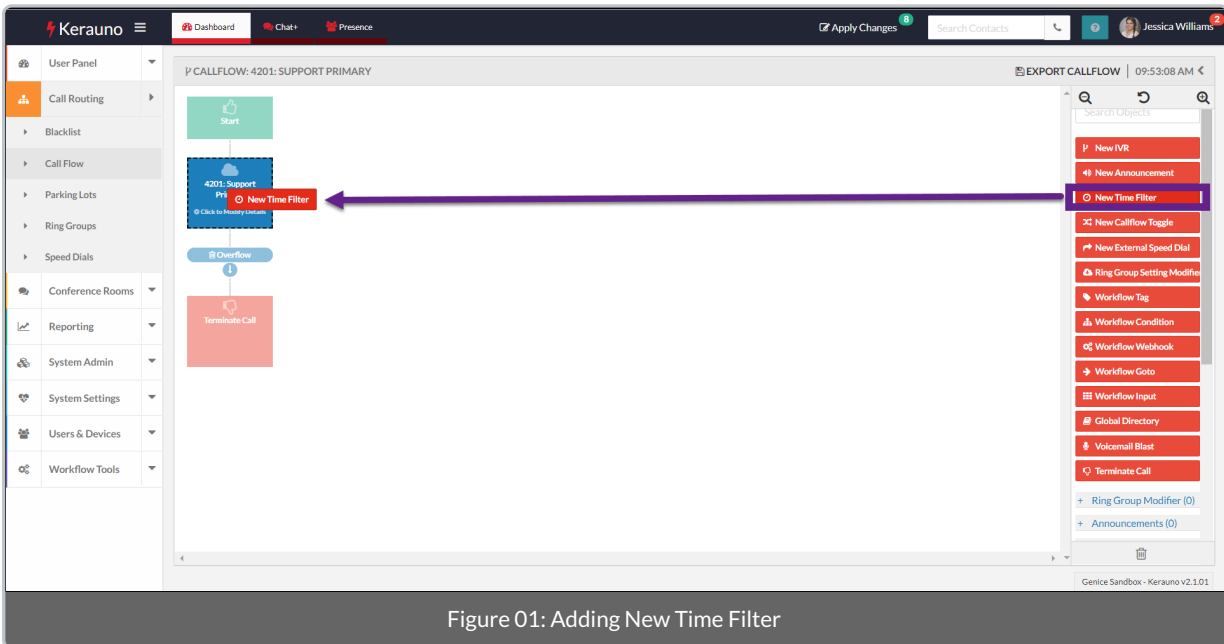


Figure O1: Adding New Time Filter

When you drop the **New Time Filter** object onto the call flow the **Create New Time Filter** pop-up is displayed as illustrated in Figure O2 below.

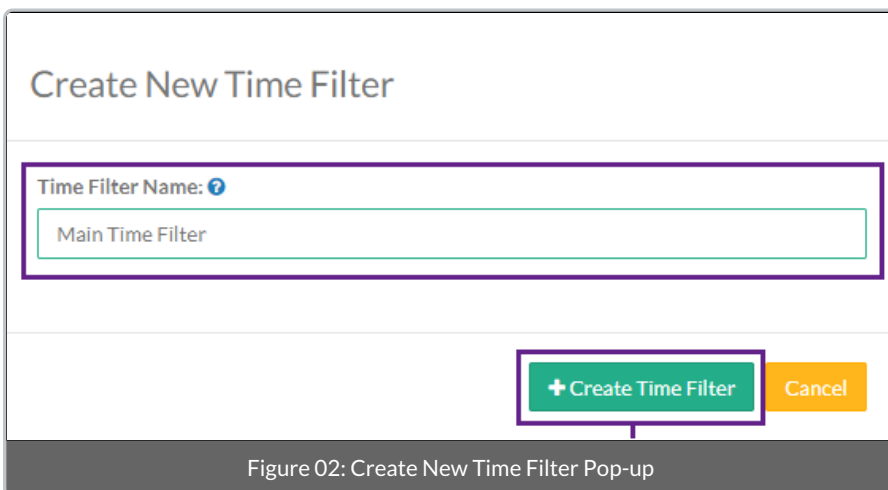
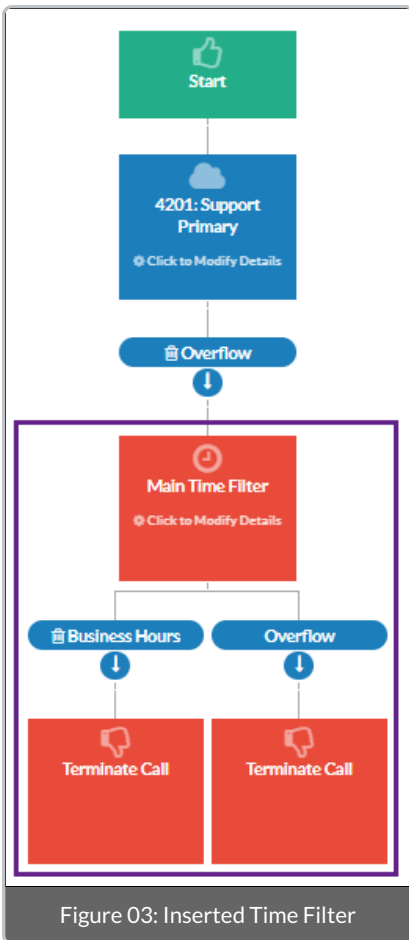
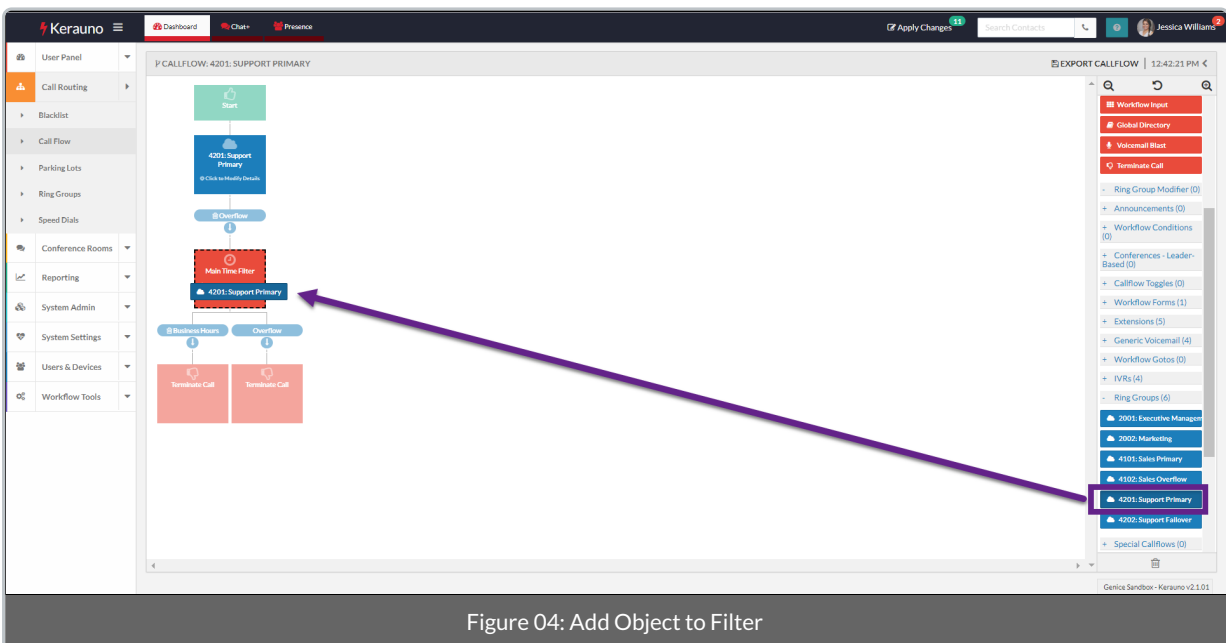


Figure O2: Create New Time Filter Pop-up

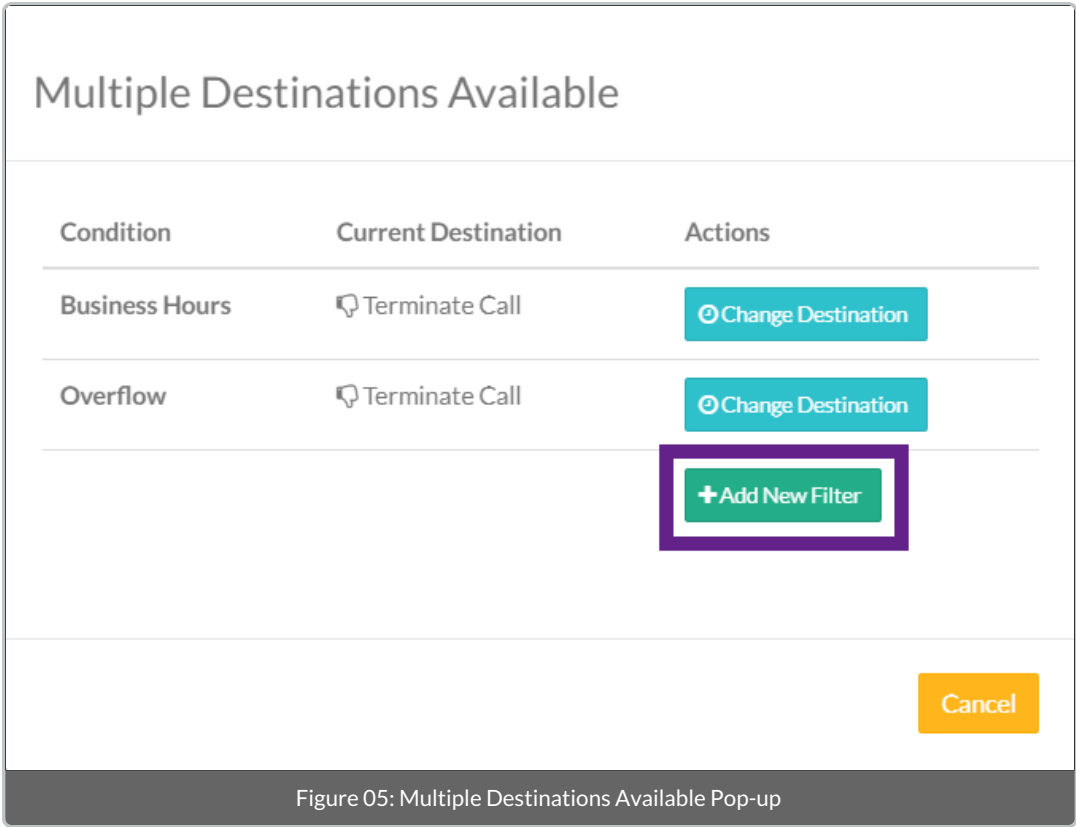
Enter a **Time Filter Name** to identify what the filter is for. In this example, because we're creating a holiday time filter, the name "Main Time Filter" is used. Click the **Create Time Filter** button to insert the time filter (refer to Figure O3 below).



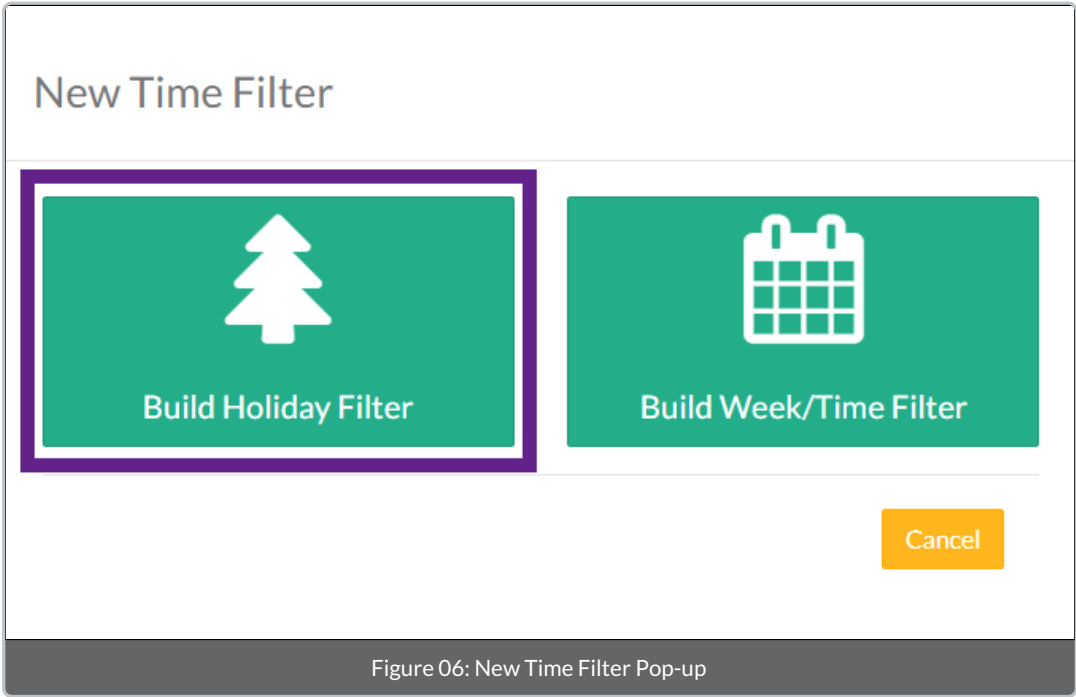
Click and drag an object from the list on the right to the new time filter as illustrated in Figure 04 below.



This displays the **Multiple Destinations Available** pop-up as in Figure 05 below.



Holiday filters are enabled for a 24-hour period on a specific month/day of the year, while Week/Time filters can be set by time and day of week. Select the **Add New Filter** button to display the **New Time Filter** pop-up. Select the **Build Holiday Filter** button to begin creating your holiday filter (refer to Figure 06 below).




The **New Time Filter** pop-up for adding dates is displayed; it allows you to set dates for holidays as illustrated in Figure 07 below.

New Time Filter

Condition Name
Holiday Filter

Clone rules from Holiday List:
-- Select one to Clone Rules --

Month	Day	Actions
DECEMBER	31	

Set Holiday Work Hours

Create Filter Cancel

Figure 07: New Time Filter Pop-up: Add Dates

Select the **Month** and **Day** for the first holiday then press the plus button to add another row for the next holiday. Add as many rows as you need for your holidays. Once all your holidays have been added, select the **Create Filter** button at the bottom-right of the pop-up (refer to Figure 08 below).

New Time Filter

Condition Name
Holiday Filter

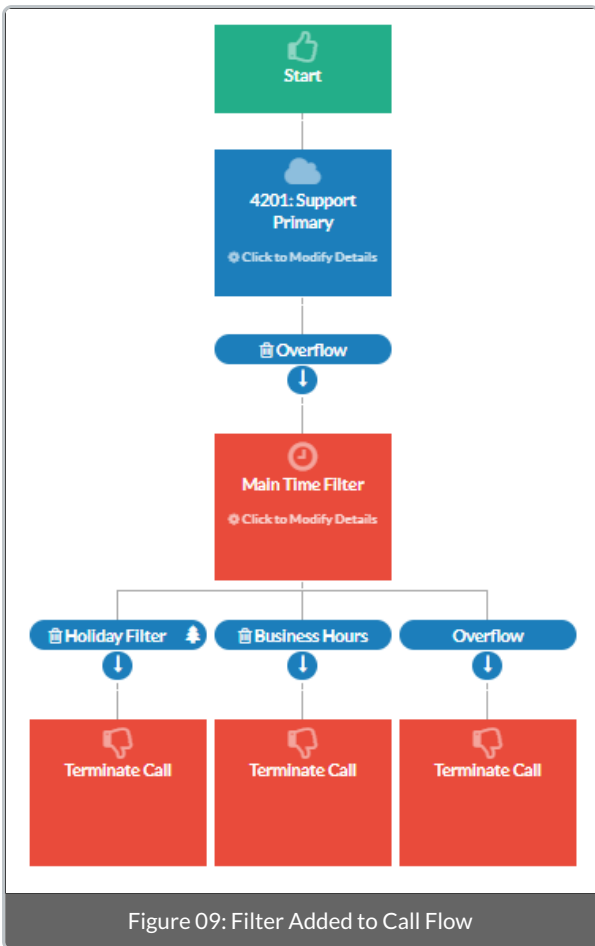
Clone rules from Holiday List:
-- Select one to Clone Rules --

Month	Day	Actions
JANUARY	1	-
<input type="checkbox"/> Set Holiday Work Hours		
MAY	28	-
<input type="checkbox"/> Set Holiday Work Hours		
JULY	4	-
<input type="checkbox"/> Set Holiday Work Hours		
SEPTEMBER	3	+ -
<input type="checkbox"/> Set Holiday Work Hours		

Create Filter **Cancel**

Figure 08: Create Filter Button

The holiday filter will be added to the call flow tree and appear with whichever dragged destination was assigned as in Figure 09 below.



To add the Holiday List Filter to other call flows, select the object from the Time Filters list at the right of the screen then click and drag it where you want it in the call flow (refer to Figure 10 below).

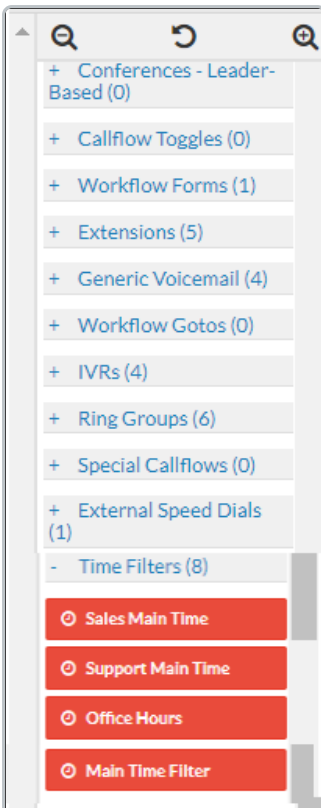


Figure 10: Time Filters List