

Configuring holidays

ACD Call Queues Non-Business Hours **Holidays** Reports

12 Holidays ProfACD2

Regular queue Apply Settings from: Upload new audio file

Start Date/Time	End Date/Time	Announcement	Destination	Voicemail	Description
29.05.2025 00:00	30.05.2025 24:00	Closed.wav	10/..\$/	<input checked="" type="checkbox"/>	Ascension Day Save
01.05.9999 12:00	01.05.9999 24:00	Closed.wav	1054	<input type="checkbox"/>	May Day Save
24.12.9999 00:00	26.12.9999 24:00	Christmas.wav	10/..\$/	<input checked="" type="checkbox"/>	Christmas Save
Easter-2 00:00	Easter+1 24:00	Closed.wav	10/..\$/	<input checked="" type="checkbox"/>	Easter Save

New Entry:

+ DD.MM.YYYY HH:MM DD.MM.YYYY HH:MM Add

The Start and End columns consist of a *Date* and *Time* field each. In the *Date* field, setting the year to 9999 will activate the holiday every year at the same date and time. Entering the string Easter will calculate the date of Easter every year. The strings Easter-<*n*> and Easter+<*n*> will set the date to *n* days before and after Easter, respectively.

In 2025, the date of Easter is 20 April 2025. Entering the string Easter-2 into the Date field sets the holiday start to 18 April 2025.

General settings

The following settings are applicable to both non-business hours and holidays configurations.

Announcement	The audio file that will be played during the set non-working hours.
Destination	During non-business hours, calls will be directed to this number after the announcement has been played. It is also possible to set a dynamic number (see Dynamic routing destination).
Voicemail	If this option is checked, a caller will only be able to leave a voicemail to the number entered in the Destination field. If the option is unchecked, the call will be routed to the number.
Description	An optional description for the entry.

Dynamic routing destination

Besides regular numbers, you can also enter a regular expression in the Destination field. A regex pattern must be enclosed by two slashes and will match against the number dialed by the caller. Numbers and regular expressions can be combined by putting absolute numbers before or after the regex pattern. For details on the regex syntax, see the [Regular expressions](#) quick reference.

The Destination field contains the following value: 10/..\$/

The digits 10 are an unchanging value outside the regex pattern. The pattern itself will take the last two digits of the number dialed by the caller.

- A caller who dialed 8801 will be routed to 1001.
- A caller who dialed 8812 will be routed to 1012.

- A caller who dialed 907712 will be routed to 1012 as well.