Set Up Special Days in ECS

Step-by-step guide

1. Before beginning the setup, make sure the Channel or the BP contains the Check Operational Status action box.



2. Access customer Setup and then navigate to Special Days.

	New Channel New Business Process New Agent Bulk Operations	
	A generation >	
	Text Template Repository Address Book Metadata Monitoring Priority Classes Breaks Special Days	
EO3	Special Days Filter X 7/8 🕞 📄	
SETUP	Memorial Day	
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Subsystems		

- 3. Add a new special day
 - Select Calendar date
 - Attach the predefined special day, name this to the date in the calendar.

Calelidars	
2018 - Holidays	2019 - Holidays
20000 Year 2018	Year 2019

Implementation > 2018	- Holidays	
ays		Filter
Day In Calendar 1	Day In Calendar 2	Day In Calendar 3
Date 5/28/2018 ▼ Special Day Memorial Day ▼	Date 7/4/2018 Special Day Independance Day	Date 9/3/2018 Special Day Labor Day
Day In Calendar 4	Day In Calendar 5	Day In Calendar 6
Date 11/29/2018	Date 12/24/2018 •	Date 12/25/2018 -
Special Day Independance Day	Special Day Christmas Eve -	Special Day Christmas 🔻

3. Add the special Days view to the Operating Hours Panel of your contact center.

Specify in the Close and Open Operating Hours for Special Days by adding one or more Operating hours items:

- i. Check special days if the call center is open
- ii. Uncheck special days if the call center is closed



• Note that usually the operating hours are defined at channel level but in some cases when different operational hours should be defined per BP, the same logic can be configured per BP.

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Related articles

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parameters should not be empty