

How To - Close Your Office Due To Bad Weather

Description:

This article will show you how to do the following:

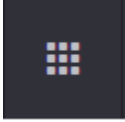
- Define which day or days your office will be closed.
- Define how your calls are handled while your office is closed.
- Create or update the out of office greeting that customers hear when they call in.

Methods:

Overview: This section will show you **how to set the date your office will be closed.**

If you have multiple locations under 1 account, please contact the Audian Support team to help you set up the Out Of Office day.

1. [Login to the Audian Portal.](#)
2. Click the **9 square button** at the top right of the screen.



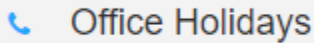
3. Click on the **Smart PBX app.**



4. Click **Main Number** from the left.



5. Click **Office Holidays.**



6. Check "**Are you closed for holidays?**" if it is not already checked.

Are you closed for holidays?

7. Click "**Add Holiday**" and **select One Time use.**
 - **Other Options can be used if closure is multiple days, but would need to be deleted so they do not repeat next year.**
8. Name the day **Bad Weather**, and then set the date you want the office to be closed.

Bad Weather JAN 1 2021

9. Click **Save Changes** at the bottom. The holidays have been added, make sure to set the callflow in the next section.

The screenshot shows the 'Office Holidays' configuration page. On the left, a sidebar contains navigation options: Numbers, Users, Groups, Main Number (highlighted), Call Logs, Devices, Voicemail Boxes, and Feature Codes. The main content area is titled 'Office Holidays' and includes a checkbox for 'Are you closed for holidays?' which is checked. Below this is a table of holidays:

Day Name	Month	Day	Day of Week	Action
MLK Day	JAN	Third	Mon	
Christmas	DEC	25		
Black Friday	NOV	Fourth	Fri	
July 4th	JUL	4		
New Years	JAN	1		
Thanksgiving	NOV	Fourth	Thu	
Bad Weather	APR	9		

At the bottom of the page, there is a 'Cancel' button and a green 'Save Changes' button. An information icon (i) is present above the 'Save Changes' button, with a message: 'Do not forget to set the call routing for when your office is closed for the holidays! To set it up, go in the "Incoming Call Handling" section of this page, and select the "Holidays" tab.'

Overview: This section will show you how to set up a callflow. **A Callflow controls what a call does when called.**

We suggest you follow the standard configuration below but if you need something more advanced please contact Audian's Support team by phone at 844.611.6110 opt 2 or create a ticket by emailing 611@audian.com.

Default Virtual Receptionist: This setup is an auto attendant that allows callers to hear a custom greeting and then will go to a specified voicemail. If you would like to add other options such as "Press 1 to be routed to a live person if this an emergency" feel free to add those options. If you need help with that then please contact Audian Support.

1. From the **Smart PBX** app, click **Main Number** on the left.

A button with a house icon and the text "Main Number".

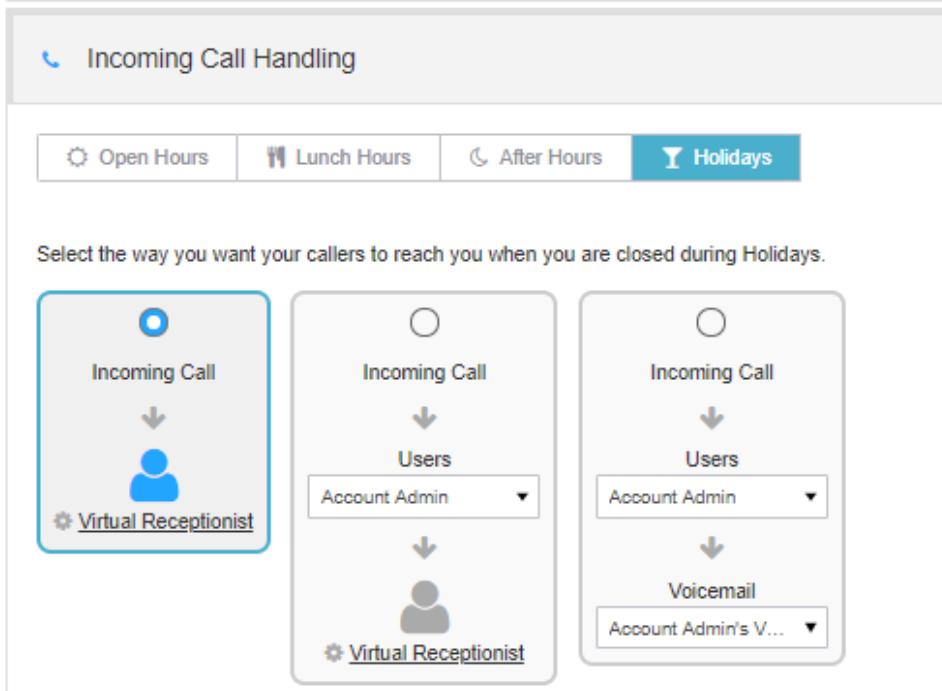
2. Click **Incoming Call Handling**.

A button with a telephone handset icon and the text "Incoming Call Handling".

3. Click the "Holidays" tab.

A row of four tabs: "Open Hours" (selected, green), "Lunch Hours", "After Hours", and "Holidays".

4. Click the **1st callflow option** at the top left labeled **Incoming Call > Virtual Receptionist**.

A screenshot of the "Incoming Call Handling" configuration page. At the top, there's a header "Incoming Call Handling" with a telephone handset icon. Below it are four tabs: "Open Hours", "Lunch Hours", "After Hours", and "Holidays" (selected). The main content area has the instruction "Select the way you want your callers to reach you when you are closed during Holidays." Below this are three callflow options, each with a radio button and a "Virtual Receptionist" link. The first option is selected and has a blue border. It shows "Incoming Call" leading to "Users" (Account Admin) and then "Virtual Receptionist". The second option shows "Incoming Call" leading to "Users" (Account Admin) and then "Virtual Receptionist". The third option shows "Incoming Call" leading to "Users" (Account Admin) and then "Voicemail" (Account Admin's V...).

5. Click the **Virtual Receptionist** link to open the editor.
6. **Remove all of the options**, if there are any, by pressing the **X**.
7. Click **Add route**.
8. Set the **Press** option to 1.
9. Click the **for** dropdown and set it to whichever option works for you.
 - a. **Best Option - Advanced Callflow:** If you would like to play a greeting that your office is closed and then route all calls to your After Hours callflow look for the Advanced Callflows section and select the callflow that has "Closed" or "After Hours" in it. This will ensure that calls are going to the correct voicemail box if you are not sure which voicemail box is the general one.
 - b. **Voicemail Box:** If you know which voicemail box you would like all the calls to go to then find the Voicemail Boxes section and select it.

10. Click **Save**.

Virtual Receptionist - Holidays

Virtual Receptionist will answer incoming calls professionally and automatically transfer them to an appropriate department or person. Main Menu will allow you to set up call routes. Please type or record greetings that matches the Main Menu.

Main Menu

Press for

[Add route](#)

Greetings

Overview: This section will show you how to **set up a greeting for your out of office callflow**.

There are 3 types of greetings you can set up.



- **Text to Speech:** This option converts text into speech and **is the easiest option** for managing your custom greeting if you do not have access to an Audian phone.
- **Record it over the phone:** This option allows you to record the greeting with a phone by calling your main number when the out of office callflow during the day it was set to activate.
- **Upload your own file:** This option allows you to record the greeting on a computer and **is the hardest option** to maintain due to file size and format requirements.

1. From the **Smart PBX** app, click **Main Number** on the left.

2. Click **Incoming Call Handling**.

3. Select the **Holidays** tab at the top.

4. Click the 1st callflow option at the top left labeled Incoming Call > Virtual Receptionist

Incoming Call Handling

Open Hours Lunch Hours After Hours **Holidays**

Select the way you want your callers to reach you when you are closed during Holidays.

Incoming Call
↓
Virtual Receptionist

Incoming Call
↓
Users
Account Admin

Incoming Call
↓
Users
Account Admin
↓
Voicemail
Account Admin's V...

5. Click the **Virtual Receptionist** link to open the editor.

6. Decide which style of greeting you would like to use.

a. **Text To Speech:** This is the **easiest way to manage your greeting.**

i. Click the "**Text to Speech**" option on the right.

ii. **Type out your greeting.**

- Reference our **Default Script** below if you need help figuring out what to say.

iii. Click **Update**, and then click **Save**.

Virtual Receptionist - Holidays

Virtual Receptionist will answer incoming calls professionally and automatically transfer them to an appropriate department or person. Main Menu will allow you to set up call routes. Please type or record greetings that matches the Main Menu.

Main Menu

Press Defc for Main Voicemail

Add route

Greetings

Text to Speech

You need to click the "Update" button in order to save your changes for the greeting message.

Thank you for calling (Company), due to extream weather conditions we will be closed on (Date). Please stay pn the line if you would like to leave a message and we will

Cancel Update

Upload your own file

Choose from existing recordings

Record it over the phone

Cancel Save

- b. **Record it over the phone:** This option **can only be done during the day the office is closed.**
- Click **Record it Over the Phone.**
 - Reference our **Default Script** below if you need help figuring out what to say.
 - A dropdown with **instructions on how to record the greeting** will be listed.
 - Follow the instructions** to set the greeting.
 - Click **Save.**

Virtual Receptionist - Holidays

Virtual Receptionist will answer incoming calls professionally and automatically transfer them to an appropriate department or person. Main Menu will allow you to set up call routes. Please type or record greetings that matches the Main Menu.

Main Menu

Press **Defc** for **Main Voicemail**

[Add route](#)

Greetings

Text to Speech

Upload your own file

Choose from existing recordings

Record it over the phone

Record the greeting message yourself over the phone, by following the steps below:

Pick up a phone registered in this account.
Dial your office main number.
Enter this PIN when prompted: 8989
Record your greetings / menu.

[Cancel](#) **Save**

- c. **Upload your own file:** This is the hardest way to manage your greeting due to size and file format restrictions.
- Record your greeting** from your computer.
 - Reference our **Default Script** below if you need help figuring out what to say.
 - Click **Upload your own file**, and then click **Choose File.**
 - Navigate to and select the preferred file.
 - Click **Update**, and then press **Save.**

Thank you for calling "COMPANY NAME", due to extreme weather conditions we will be closed on "DATE". Please stay on the line if you would like to leave a message and we will return your call as soon as we can.