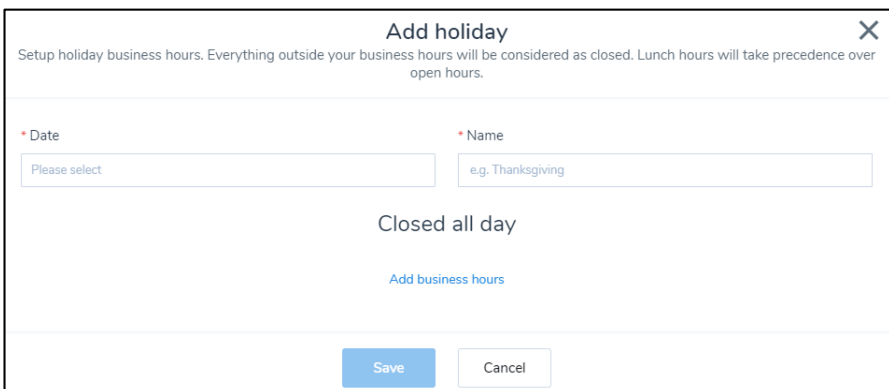
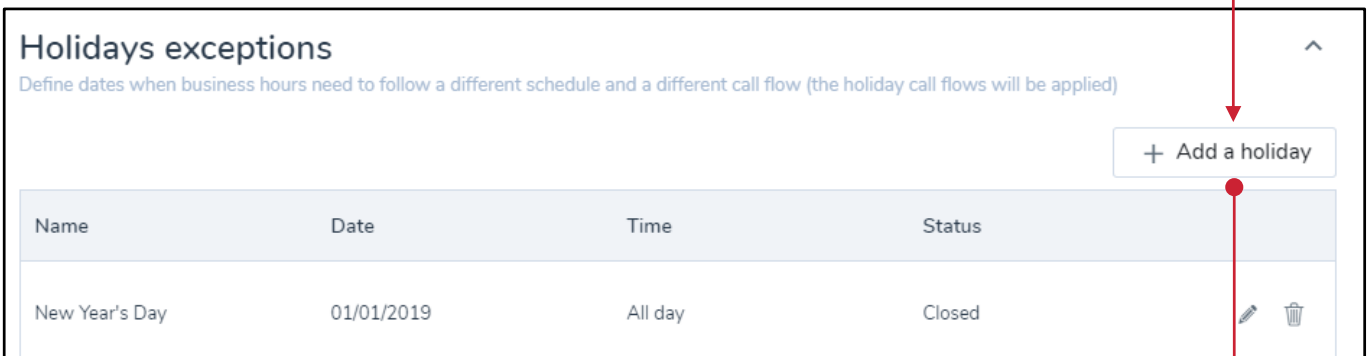
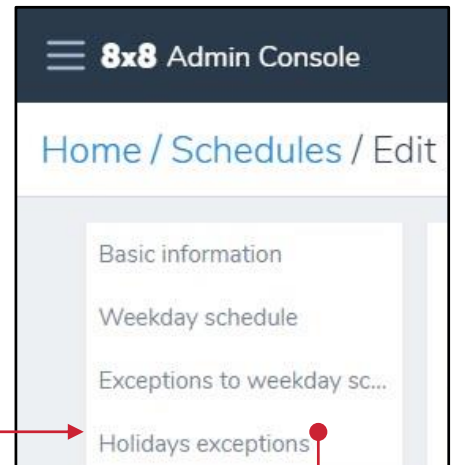


Add a Holiday or Exception

1. Select the **Hamburger** icon in the top left corner of Admin Console
2. Select **Schedules** from pop-out menu
3. Select the **pencil** icon to edit your schedule
4. Select **Holidays exceptions** from the quick menu on the left

5. Select **+Add a Holiday**
6. Enter the Holiday or exception details
7. Select **Save**



Auto Attendant

Auto Attendant Call Forward

1. Select the **Hamburger** icon in the top left corner of Admin Console
2. Select **Auto Attendants** from the pop-out menu
3. Select the **pencil** icon to edit your Auto Attendant
4. Scroll down to the **Call Handling Menu**
5. From the left side of the Auto Attendant **Call Handling Menu**, select the option to which the Call Forward will apply
6. Select the **Skip playing prompt** radio button
7. Select **+Edit Settings**
8. From the Additional Settings panel, Set the *Number of seconds the system should wait before taking next action* field to **0**
9. Set the *If user inputs no key, replay menu* field to **0 times**
10. Set *And then* field to **Route Call to**
11. Set the **Target** field to a User, service, or external number of your choice
12. Select **Save**

