

GUIDE — IP TELEPHONY

Scheduling your vacation IVR

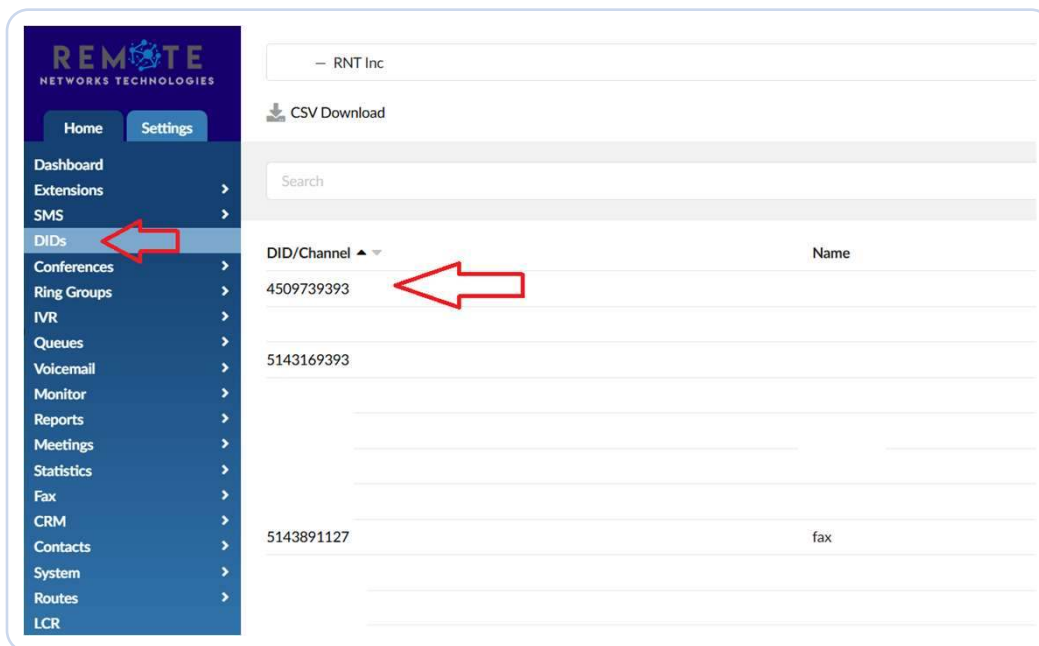
Plan your closures ahead of time: your vacation menu takes over automatically

Before you start

You must already have a vacation IVR created, with its message recorded — for example, 304.

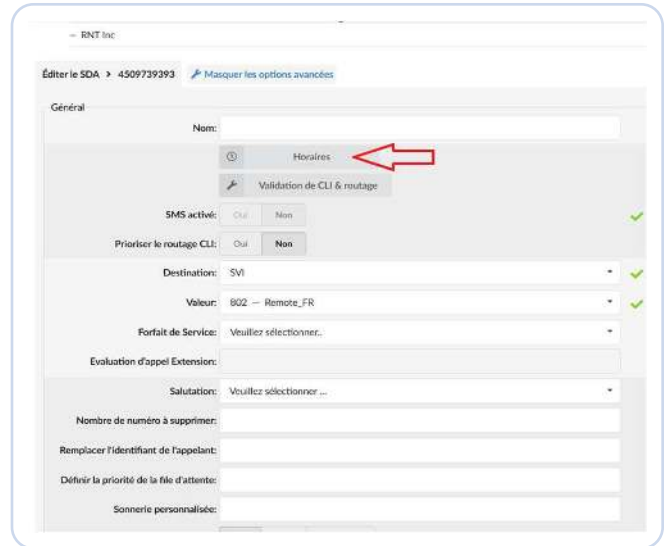
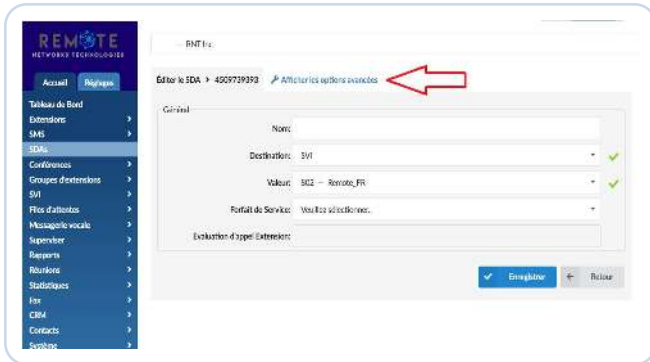
1 Choose the right number (DID)

In your telephony portal, open the DIDs tab: all your numbers appear.
Click the phone number you want to schedule.



2 Show advanced options, then Schedules

Click "Show advanced options" at the top of the number's page, then click the "Schedules" button that appears. (Screenshots shown from the French portal.)



Left: "Show advanced options". Right: the "Schedules" button within the advanced options.

3 Add your closed days

In the "Closed days" section, click + to add a line, then enter your dates — always from 00:00 to 23:59. As the Destination, choose your vacation IVR (e.g., 304). Click Save.

On Désactivé Hériter

Destination par défaut: 302 — Fermer-fr ☐ Messagerie vocale Salutation: Aucun

Jours fermés :

Description	Destination	Du	Jusqu'au	Du	Jusqu'à
Vacances	304	20 Dec 2024	05 Jan 2025	00:00	23:59
Noel 2025	304	20 dec 2025	4 janvier 2026	00:00	23:59
Vacances 2025	304	19 Jui 2025	03 Aou 2025	00:00	23:59

Destinations personnalisées :

Destination	O	Jours	Du	Jusqu'à

Jours d'ouvertures :

Description	Jours	Du	Jusqu'à
Horaire jour	Lun Mar Mer Jeu Ven Sam Dim	08:00	17:30

☒ Enregistrer

Don't forget: save... and test!

Save your changes, then test on the morning of the first closed day by calling your number.
Better yet: test before you leave by adding a dummy day, then removing it afterwards.

Need help? Our team is here 24/7.

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