# Holiday Routing

During the Holidays many business and organizations operate under different schedules. With a change in schedule, you may need a way to alert the public to the schedule change and make changes to the organizations call flow.

Perhaps your organization closes for a holiday, and you want to play a notice of the closure while directing calls to go to voicemail rather than your normal call flow that rings a hunt group. Or maybe your company is in an area that can be affected by inclement weather and you want a quick way to adjust routing to let callers know of a delay or closure. Knowing how you want your calls to be handled during different situations in advance allows you to leverage NocTel's routing tools. Using tools such as adjustable toggles, schedules, and inbound behavior If/Then routing you can create auto attendance that can have diverging paths.

Planning Routing:

The best practice you can have for planning your routing is to take the time to make a flowchart of your desired call routing. Building your call routing on paper will make creating the routing in the NocTel control panel much easier. Take the time to draw out the normal routing for the call as well as the alternate path that toggles will allow for. The flexibility of the NocTel system also allows you to have multiple diverging paths as seen in the example below.
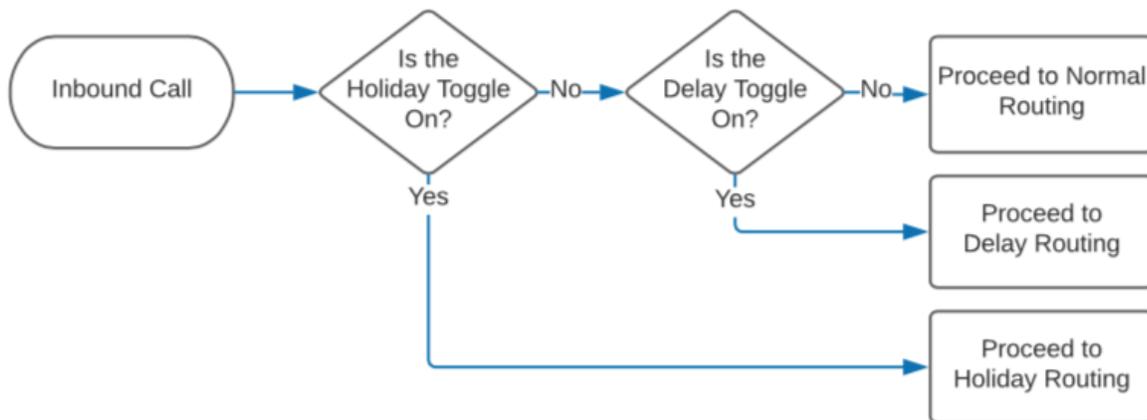
To get started with creating an auto attendant and learning about inbound behavior functions check out these two articles:

- Creating an Auto Attendant
- Inbound Behavior Functions for Extensions

Implementing Adjustable Toggle into Routing

Once you have the call flow designed and understand some of the basics of call routing and building auto attendants, you can implement advanced options like adjustable toggles. Check out the article one adjustable toggle to understand how to use and implement them in your routing.

Once in place, adjustable toggle can be turned on and off via the control panel, or you can create custom dialing controls that can be used from an account phone. Check out the adjustable toggle articles to learn more.

Related articles

- Holiday Routing
- Time of Day Routing and Schedules
- Adjustable Toggles
- Routing Based on Area Codes