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Genesys Designer Help

Special Day Block

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You can use the **Special Day** block in the **Initialize**, **Self Service**, or **Assisted Service** phase to define holidays and other special days, and play prompts to announce closures or greetings. It can also terminate the call if your business is closed.

Holiday tab

Click **Add Holiday** to add a holiday. A holiday entitled **New** appears in the list.

Next, click the **New** holiday to edit its settings. Configure the following options:

- In the **Date Range** section, use the provided calendars to select the **From** and **To** dates for the holiday.
- Assign a variable to the **Store the result of *Special Day Name* in this variable** property if you want to use the result of this check later in application. If specified, the variable is assigned the Boolean value of true or false.
- Enable the **Play prompt for this holiday** check box to play a special greeting to callers during a holiday.


Properties - Special Days - Check holidays



This block can define Special Days or holidays. A custom audio message can be specified for each holiday. If a custom message is not specified, the default message specified in the block will be played.

Terminate the call if it is a special day.

[+ Add Holiday](#)

Christmas / 2014-12-22 - 2014-12-27 / Prompt: TTS 

Name

Christmas

Date Range

From

<	December 2014						>
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
30	01	02	03	04	05	06	
07	08	09	10	11	12	13	
14	15	16	17	18	19	20	
21	22	23	24	25	26	27	
28	29	30	31	01	02	03	
04	05	06	07	08	09	10	

To

<	December 2014						>
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
30	01	02	03	04	05	06	
07	08	09	10	11	12	13	
14	15	16	17	18	19	20	
21	22	23	24	25	26	27	
28	29	30	31	01	02	03	
04	05	06	07	08	09	10	

Store the result of Christmas check in this variable:

-- choose variable --

If today is within this Special Day date range, this variable is set to true.

Play prompt for this holiday

TTS

Sorry we are closed for Christmas.

Default Prompts tab

Click **Add Prompt** to specify a prompt to play if the application receives a call on a special day, and that particular day does not have a custom prompt.

Results tab

You can select a variable that will be set to **true** if any of the special days listed in the block evaluate to **true**.

You can also select a variable that will be set to **true** if the special days evaluation processing completed correctly. If it did not, it will be set to **false**.

Scenarios

If you want to:

- Play a special greeting during Thanksgiving.
 - Click **Add Holiday** and set the **From** and **To** dates.
 - Enable the **Play prompt for this holiday** check box.
 - Select **TTS** and enter text to speak, or select **Announcement** to choose a predefined announcement.
- Play the same greeting for all holidays.
 - Click **Add Holiday** and create one or more holidays.
 - Do not enable the **Play prompt for this holiday** check box.
 - In the **Default Prompts** tab, add prompts to the table.