# Scheduling Holidays in Medtel Insights

The step-by-step instructions below will allow you to set up Holiday or Inclement Weather closures in the Medtel Insights portal. This method is used if you are an IVR-only customer.

- Sign into the Medtel Insights web portal https://insights.medtelcom.com/ using the credentials provided by a Medtel Technician, contact Technical Support if you need assistance with login.

- Once you have logged into Medtel Insights, click on the IVR Call Flow option in the menu located in the navigation bar on the left side of the screen.

- Click on the Filters Menu on the right side of the screen. Expand the list of locations and select the location that you want to edit.
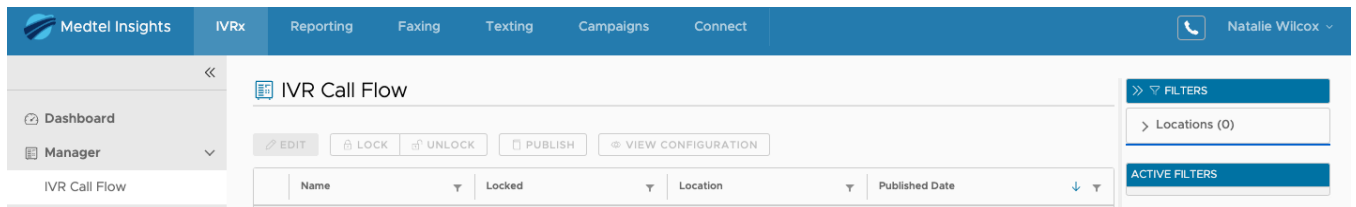

- You will see your available scripts appear in the center of the screen.   Your IVR schedule is embedded in your main script.   You may have 2 scripts listed.   The script that does not contain the word "OUTBOUND" is your main script.

- Click the radio button next to the main script as shown by the arrows below.   Then, click the Edit Button above the scripts.
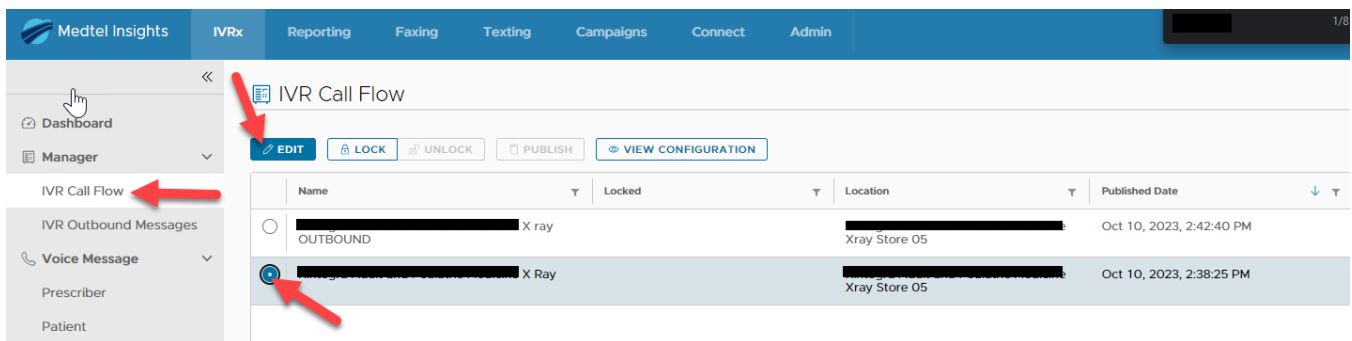
- Once the Edit Screen appears, click Schedules.
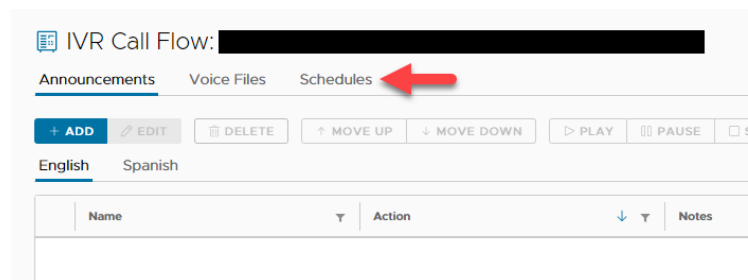
- To add a closed schedule, click ADD from the menu and a drop down will appear, select the Closed Schedule option.
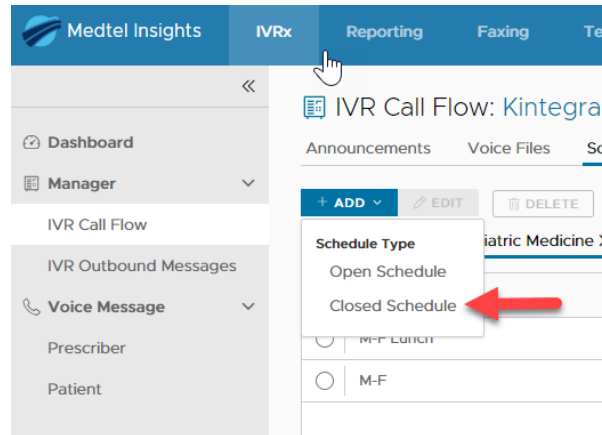
- The Add window will appear. Complete the 3 sections indicated below.

Name: When naming a Holiday, it is best practice to indicate the year you are setting it for. Once you have created the schedule, you can edit the existing holiday for future years rather than creating a new one each year.

Custom Date: Choose the appropriate date that for the holiday closure. Note: you can only select one day - not multiple days.

Start Time and End Time: If your store will be closed all day, select the check box for All Day shown below the End Time field. If you are going to be closed for a portion of the day, input the hours you will be closed within your normal "Open" Schedule.

Example Scenario: Your normal hours are 8am -5pm and you want to change the schedule to be open from 8am-Noon because you will be closed from Noon-5pm.

Choose a "Start Time" of 12:00 PM and an "End Time" of 5:00 PM. This will allow your store to open as scheduled at 8am, and it will switch to closed from Noon until 5 pm.
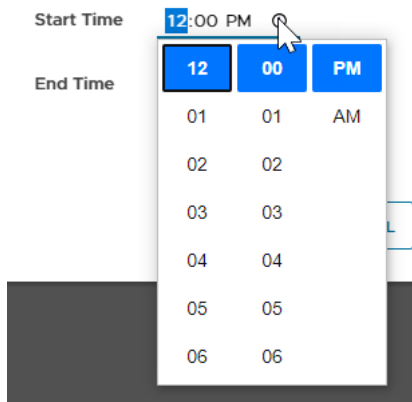
Tip: you can click on the clock icon next the Start and End times to adjust the hours.

Once the New Holiday entry is scheduled, you will need to publish the changes to your IVR. In the bottom right corner of the screen will be a "Save & Publish" button.

You must click Save and Publish for your changes to be written to your IVR. It will take several seconds for the changes to take effect. You will see a green block in the top right corner of your screen, once it disappears the changes are complete.

You will be brought back to your main script.
If you need to add additional days, you can start the process over by clicking on the Script and then click Edit.

If you have just published a change, you must wait for your changes to be completed before you can edit the script again.

TIP: If you need assistance, you can create a support case from the Medtel Insights portal, click your name in the upper right corner of the screen, and select Support from the dropdown menu.

The Medtel Technical Support phone number is 1.800.404.9941.