

Unity – Types of Greetings

Standard – Plays at all times unless overridden by another greeting. You cannot disable the standard greeting.

Closed – Plays during the closed (nonbusiness) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule.

Holiday – Plays during the specific dates and times specified in the schedule of holidays associated with the active schedule. A holiday greeting overrides the standard and closed greetings.

Internal – Plays to internal callers only. It can provide information that only coworkers need to know. (For example, "I will be in the lab all afternoon.") An internal greeting overrides the standard, closed, and holiday greetings. Not all phone system integrations provide the support necessary for an internal greeting.

Busy – Plays when the extension is busy. (For example, "All of our operators are with other customers.") A busy greeting overrides the standard, closed, internal, and holiday greetings. Not all phone system integrations provide the support necessary for a busy greeting.

Alternate – Can be used for a variety of special situations, such as vacations or a leave of absence. (For example, "I will be out of the office until....") An alternate greeting overrides all other greetings.

Error – Plays if the caller enters invalid digits. This can happen if the digits do not match an extension, the extension is not found in the search scope, or the caller is otherwise restricted from dialing the digits. You cannot disable the error greeting. The system default error recording is, "I did not recognize that as a valid entry." By default, after the error greeting plays, Connection replays the greeting that was playing when the caller entered the invalid digits.