

Holiday Scheduling Application



When scheduling holidays using Amanda's regular auto-scheduler, you may run into a limitation of using 10 auto-schedule records per mailbox, and 10 records aren't always enough records to schedule all of your holidays automatically. An easy way to get around this limitation is by using Amanda's powerful token programming language to perform this task instead of your normal scheduling.

How this Application Works:

Whenever any new call rings into Amanda, she will evaluate the current date, and check and see if that date is a holiday from a pre-defined list of holiday dates. If it's a holiday, then the call will be re-routed to the holiday mailbox and play the holiday greeting. If it's not a holiday, then the call will be routed normally to mailbox 990.

To set this application up, first run the Amanda setup utility, and access the "Per Port Settings" under the advanced configuration on a MS-DOS based system, or click on the "Per Port" tab on the Windows version. Find the column that states BOX_GRT, (it will say 990 as a default), change 990 to 9901. You must make this change for all of your voicemail ports. This will cause Amanda to access and process mailbox 9901 as the first mailbox on every new incoming call. This must be done so Amanda can evaluate the date, which will determine where the call will be routed.

Once a holiday date is determined, the call will be routed to a generic holiday mailbox which will say something like "Thank you for calling the Amanda company, we are currently closed for the holiday". Then the call will be routed to the instructions mailbox 991.

You **MUST** create the following mailboxes for this application to be successful:

Mailbox 9901 **Comment: Holiday Check**
Ext: @?(%Y,C:/HOLIDAYS.TXT,993)G(990)
Do Not Disturb: **Off**
Done Chain: **991**

Mailbox 993 **Comment: Holiday Mailbox** **Security Code:993**
Ext: Leave Blank (does not apply since DND is on)
Do Not Disturb: **On**
Store Messages: **No**
Done Chain: **991**

Greeting 1 "Thank you for calling the Amanda company, we are currently closed for the holiday."

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Token Explanation: The @ suppress normal processing and tells Amanda to process the following tokens instead of a call transfer. The “?” token is used to check for the existence of a variable or value in a file, it will search the file line by line until the value is found, if the value or variable is found, then a successful search condition has been met, and the call will be routed to the specified mailbox defined within the “?” token, in this case mailbox 993. Mailbox 993 will play the generic holiday greeting, and then continue processing the call with mailbox 991. If the holiday date is not found in the file the “?” token condition has not been met, and the next token will be processed. In this case, the G token will re-direct the call to mailbox 990, and the call will be processed normally.

Using a file editor like JOVE, or EDIT, or Notepad/Wordpad you must create the Holidays.txt file, and copy it into the root directory C:>. The file should look like the example below. Keep in mind that you can enter as many holiday dates as you wish. In the example below, only the yearly holidays with dates that do not change are listed. To add additional holidays, simply get out your yearly calendar and add the dates in an 8 digit format.

Example Holiday List:

(The Holiday.txt file would contain the following holiday dates)

12241999
12251999
01012000
07042000
12242001
12252001
01012002
07042002
12242002
12252002
01012003
etc.

Note: There is no limitation to the number of holiday dates you add to this list.

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Application Flow Chart

