Designer User's Guide

Special Day Block

2/18/2026

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  - Administrator

Use this block to define holidays and other special days.

Related documentation:
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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 or send messages to announce closures or greetings. It can also terminate the interaction if your business is closed.

Holiday tab

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

Next, click on 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.

- For Default application types, you can enable **Play prompt for this holiday** to play a special greeting to customers during a special day.

- For Digital applications type, you can enable **Send message for this holiday** to email a special message to customers during a special day.

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/Messages tab

Click **Add Prompt** to specify a prompt (or message, if the application is a Digital type) to play or send if the application receives an interaction on a special day, and that particular day does not have a custom prompt or message.

Deselect the **Always play prompt and disable buffering** checkbox if you do not require DTMF buffering for downstream inputs in the Designer application. This checkbox is selected by default for backwards compatibility. Note that prompts are flushed only when it is outside business hours or is a special day AND prompts are to be played AND the **Always play prompt and disable buffering** checkbox is selected.

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.