Contact Center Anywhere

Business Event Administration Guide

DHSCCA Systems Team

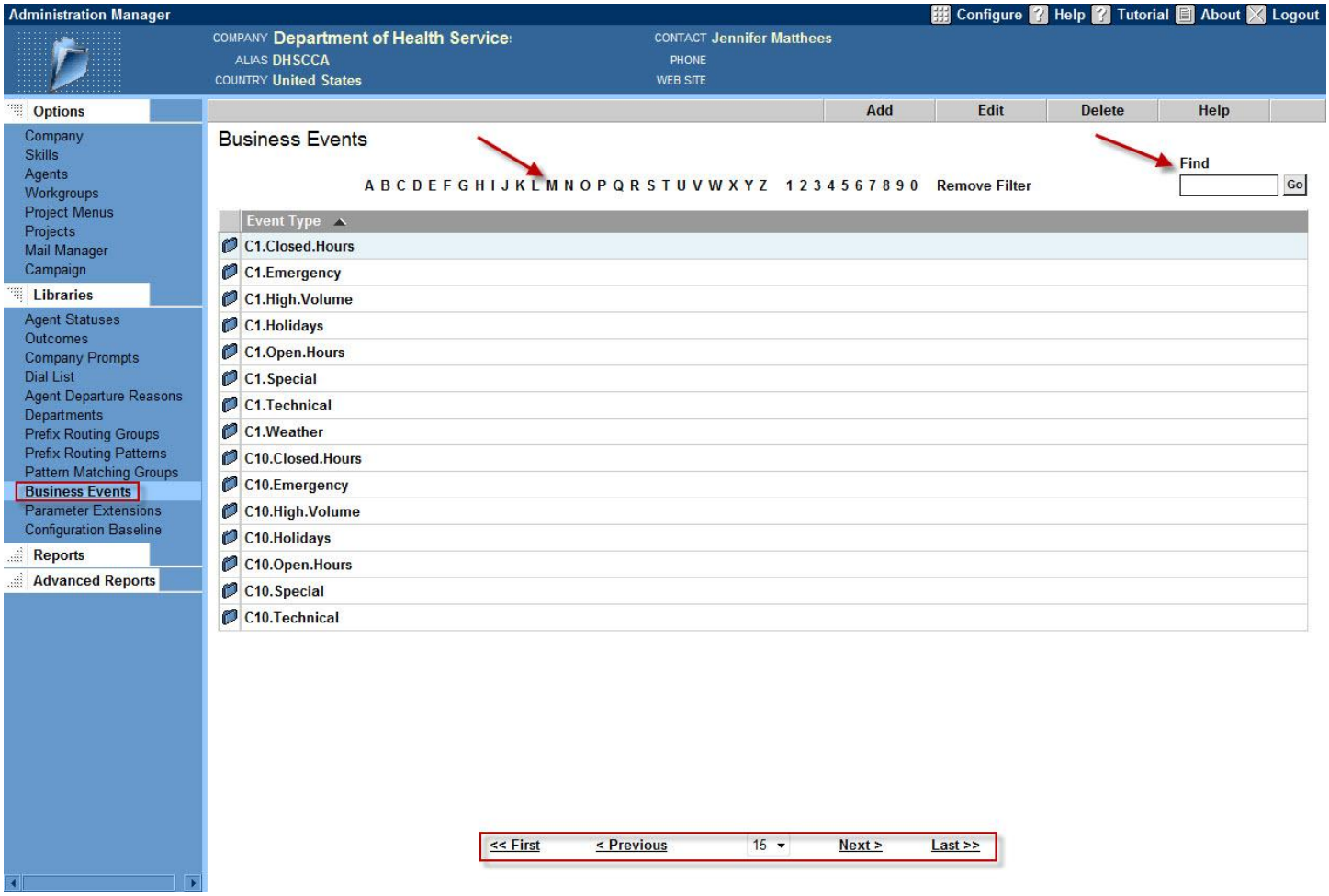
This document provides information on Business Event administration in CCA.

The CCA Administrator will have the ability to view all Business Events, and modify them as needed.

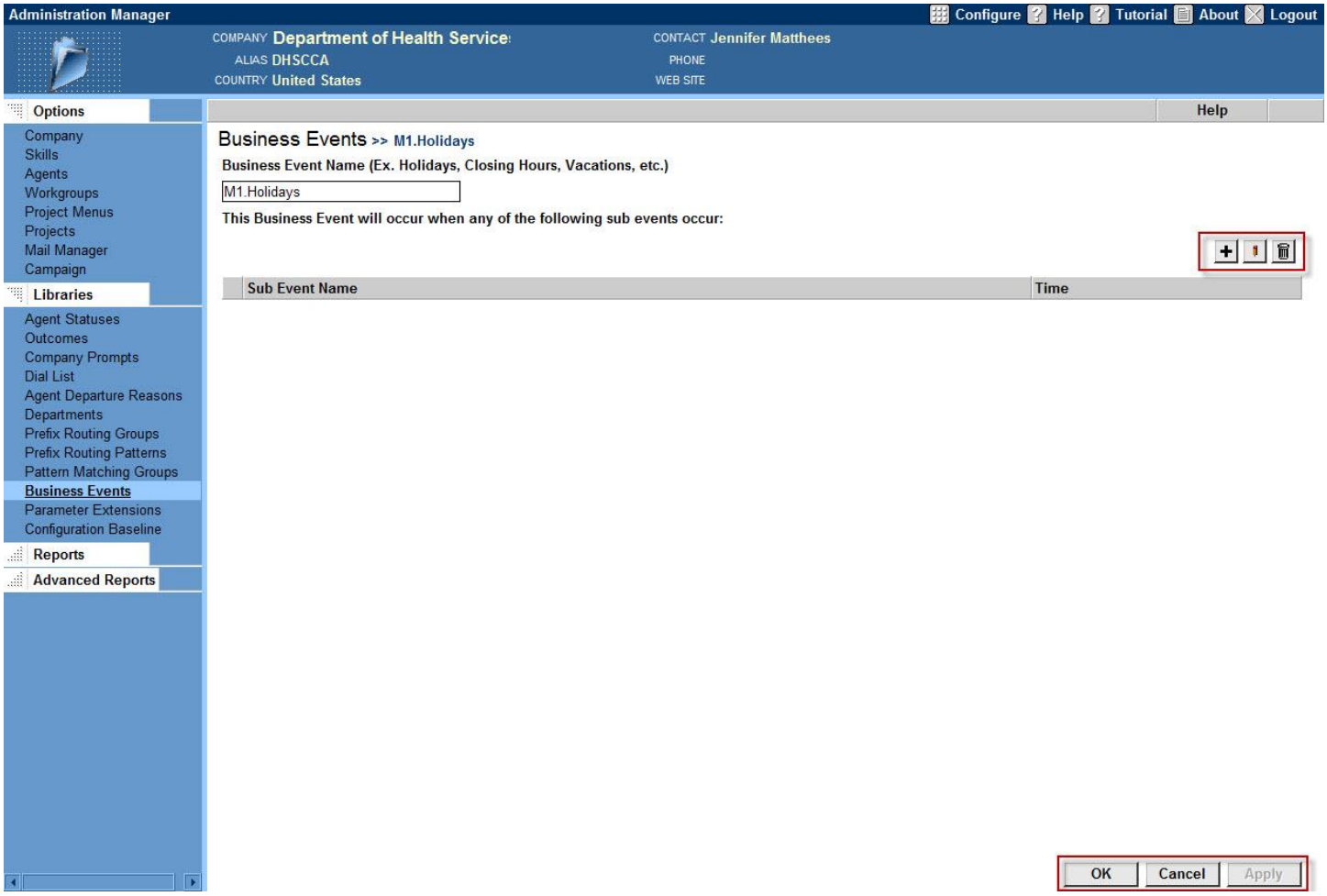
Business Events can be used to modify open/closed hours, add holidays, enable emergency events to play a message and close the contact center for a brief period of time (i.e. Fire Drill, Tornado Drill, etc.), or insert messaging related to High Call Volume, or other special event messaging.

To access the Business Events in Administration Manager, click the link on the left side of the page. Once you are in the Business Events screen there are several different ways to locate the event that you would like to modify.

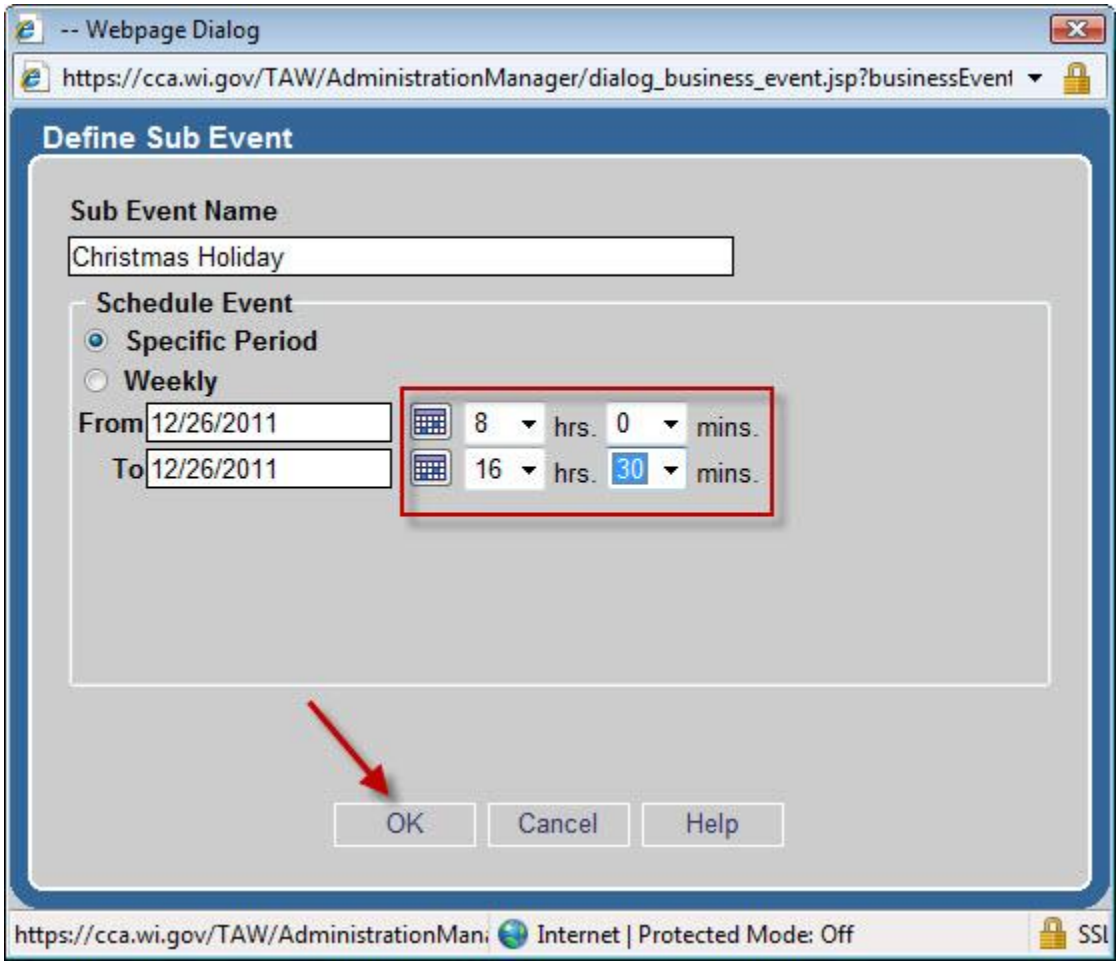
- You can click the letter at the top
- You can type the event name in the Find field and click Go
- You can scroll through multiple pages by using the navigation buttons at the bottom of each page.



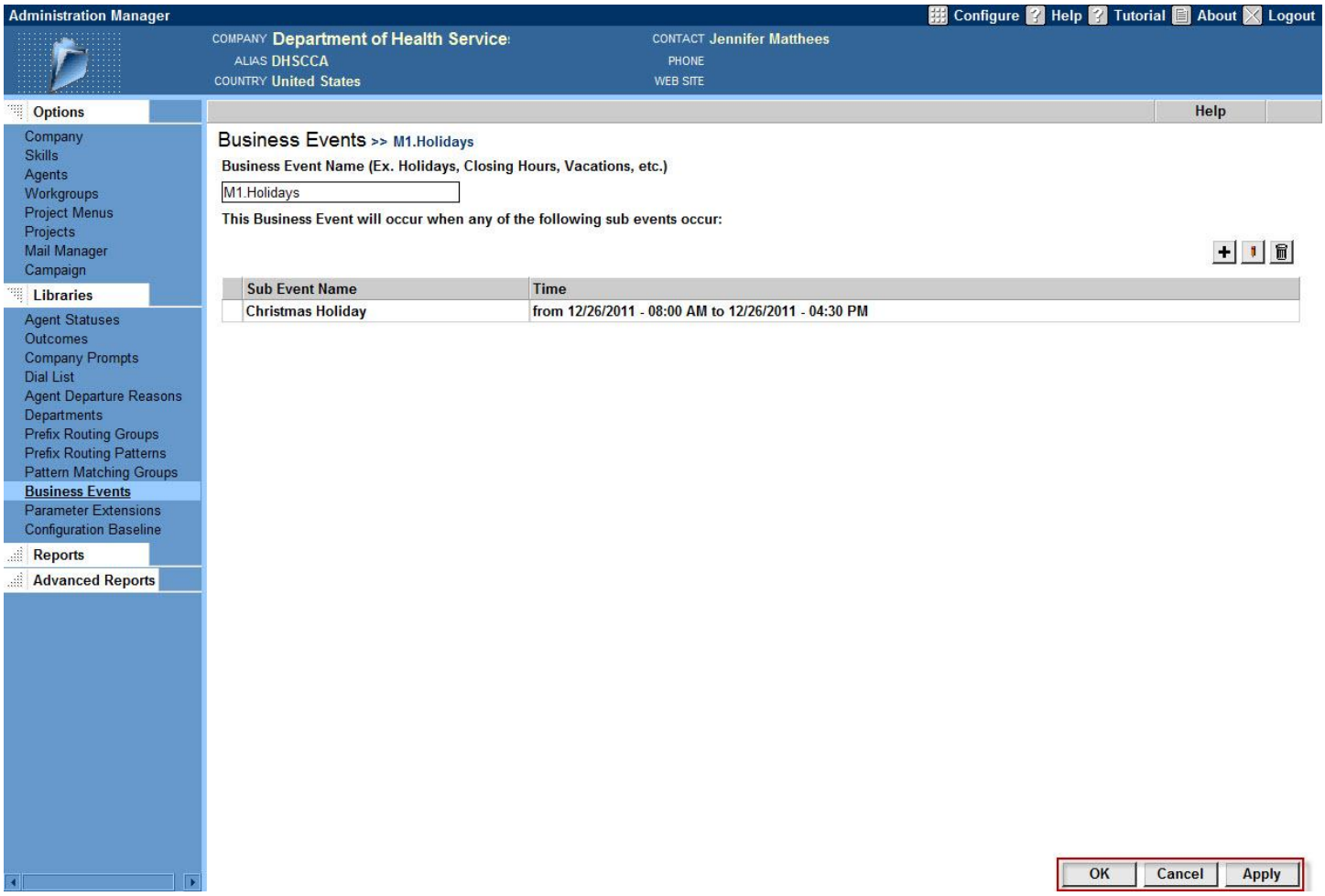
Once you have found the event you would like to modify, double click on the event name. Once the event opens, click on an existing sub-event, or click the add button to insert a new sub-event.



You must enter in a sub-event name, and set the date and time frame that the event will be applied to.



After you have set the date and time frame of the sub-event, click OK. You can also click Cancel if you decide to back out without making a change.



You **MUST** click OK or Apply on the Business Event to apply any changes that you made by adding or adjusting the sub-event. If you do not do this, your changes will not be applied.