COMMCENTRE
MANAGED IT SERVICES

FREE RESOURCE · CALL FLOW FOR OPEN, CLOSED AND HOLIDAYS

CALL FLOW PLANNER AND HOLIDAY CHECKLIST

Draw your call flow, write your greetings, set ring times and plan every public holiday for the year in one printable pack.

Your call flow

Answer each box. If two people disagree, settle it before anything is set up.

1. What callers hear first (welcome)

2. Menu options, if any (press 1 for...)

3. Who rings first, and in what order

4. Ring for how many seconds

5. Then where does the call go

6. Business hours, each day

7. Lunch closure, if any

8. What callers hear when closed

9. Where closed calls go (voicemail / mobile)

10. Which inbox gets voicemail emails

> Every path must end somewhere. Nothing should loop back to the start, hang up, or tell callers to ring the number they just rang.

Greeting scripts

WELCOME
Thanks for calling [Business name]. Please hold while we connect you.

TWO-OPTION MENU
Thanks for calling [Business name]. For bookings, press 1. For accounts, press 2. Or stay on the line and we'll be right with you.

BUSY
Thanks for holding. All our team are helping other customers. Stay on the line, or leave a message after the tone and we'll call you back today.

LUNCH
Thanks for calling [Business name]. We're closed for lunch until [time]. Leave a message and we'll call you back this afternoon.

CLOSED
Thanks for calling [Business name]. We're closed right now. Our hours are [days] from [time] to [time]. Leave your name and number and we'll call you back next business day.

PUBLIC HOLIDAY
Thanks for calling [Business name]. We're closed today for the public holiday and back on [day and date]. Please leave a message.

CHRISTMAS CLOSURE
Thanks for calling [Business name]. We're closed from [date] and back on [date]. For urgent matters, [instruction]. Otherwise, please leave a message.

URGENT LINE
If your matter is urgent, press 9 to reach our on-call team. Otherwise, please leave a message after the tone.

Year-ahead holidays and daylight saving

DATE	HOLIDAY OR CLOSURE	STATE	GREETING TO USE	SET BY	CHECKED AFTER

- [ ] Daylight saving start (first Sunday in October): clock checked on the Monday
- [ ] Daylight saving end (first Sunday in April): clock checked on the Monday
- [ ] Temporary diverts removed after each closure