

## Holidays and Pre-defined Days

In the Holidays and pre-defined days accordion, you can define special opening hours for holidays and other special dates. You can add the relevant holidays for your Puzzel solution one by one (Add a holiday or pre-defined day), or you can add your country's holiday list and then remove days in the list you don't need before you save.

### Adding a national holiday list

First click *Add national holidays*:

The screenshot shows the 'Holidays and pre-defined days (Priority 2)' section. A modal titled 'Add national holidays' is open, showing a dropdown menu for 'Select holiday list' with 'English holidays' selected. A red arrow points from the 'Add national holidays' button in the main interface to the modal. At the bottom of the modal is a red 'Add' button. The main interface also has a '+ Add a holiday or pre-defined day' button and a 'Save changes' button.

Then select the correct country's list and click *Add* so that all days are added:

The screenshot shows the 'Holidays and pre-defined days (Priority 2)' section after adding the 'English holidays' list. A table displays the added holidays with columns for Days, From, To, Exit, and Delete. The table lists five holidays: New years day (1st January), Good Friday, Easter Monday, Christmas day (25th December), and Boxing day (26th December). Each row has a 'From' time of 00:00, a 'To' time of 23:59, and an 'Exit' status of 'Closed'. A red arrow points from the 'Add national holidays' button to the table. At the bottom of the table are buttons for '+ Add a holiday or pre-defined day' and 'Add national holidays'. The main interface also has a 'Save changes' button.

Days	From	To	Exit	Delete
New years day (1st January)	00:00	23:59	Closed ▼	🗑️
Good Friday	00:00	23:59	Closed ▼	🗑️
Easter Monday	00:00	23:59	Closed ▼	🗑️
Christmas day (25th December)	00:00	23:59	Closed ▼	🗑️
Boxing day (26th December)	00:00	23:59	Closed ▼	🗑️

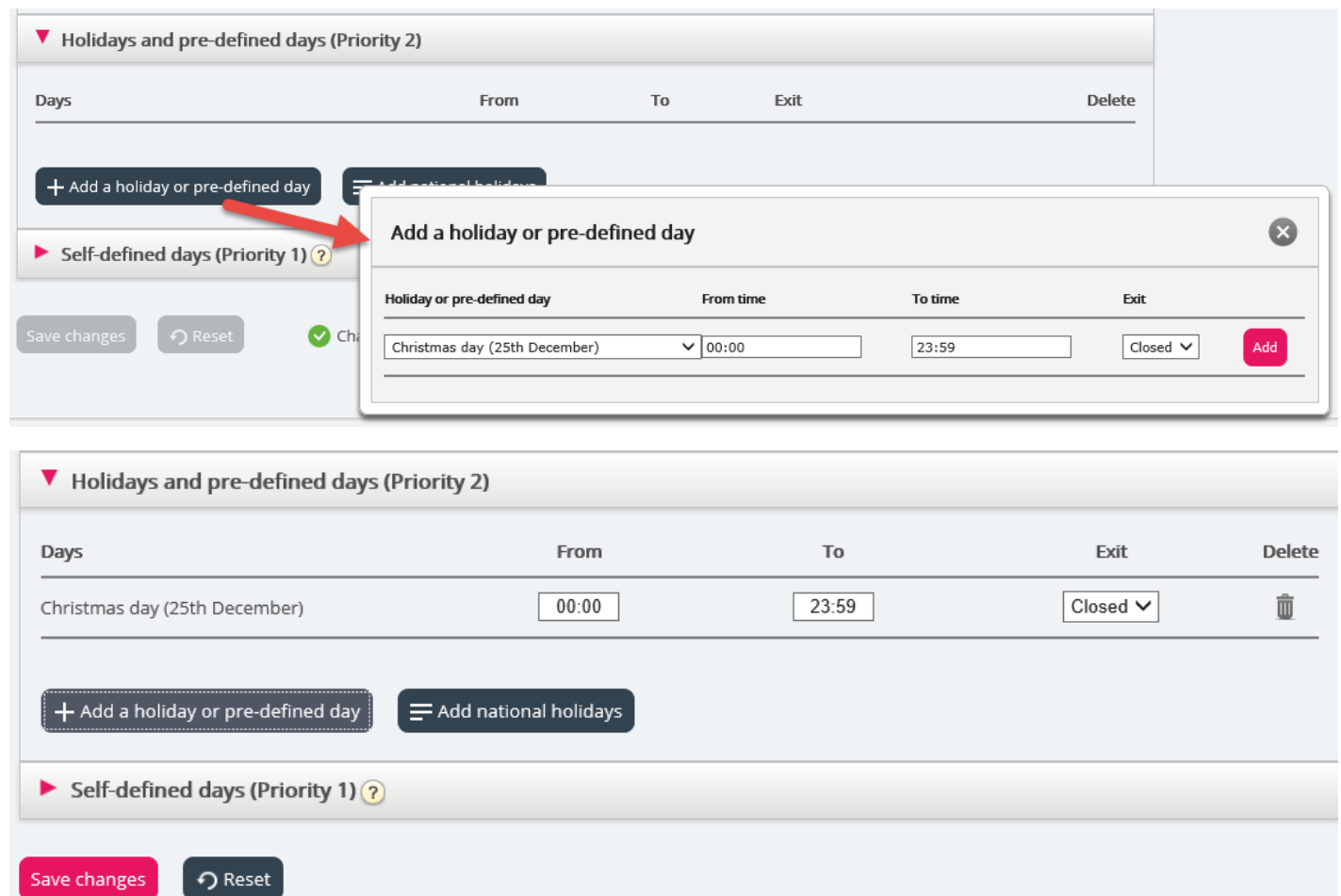
Delete the days you don't need, adjust the *From* and *To* if needed, and choose the correct *Exit* per day before you click *Save changes*.

**Please note that the national holiday lists in Puzzel do not necessarily contain all official public holidays for the country, and it may contain days/dates that are not public holidays!**

There are more holidays and pre-defined days defined in Puzzel than the ones included in your country's "national holidays" list. Some holidays in Puzzel are *floating* (e.g. Good Friday and Easter Monday) and some are *fixed dates* (e.g. New Year's Day = 1st January). If you can't find a specific holiday in Puzzel (e.g. Early May bank holiday), you can add this holiday's date as a Self-defined day.

## Add a holiday

Click the *Add a holiday* button, and then select the relevant day in the list box, adjust the *From* and *To* if needed, and make sure the *Exit* is correct and click *Add*.



The screenshot shows the 'Holidays and pre-defined days (Priority 2)' section. A modal window titled 'Add a holiday or pre-defined day' is open, triggered by clicking the '+ Add a holiday or pre-defined day' button. The modal contains a table with the following structure:

Holiday or pre-defined day	From time	To time	Exit
Christmas day (25th December) ▼	00:00	23:59	Closed ▼

Below the table is a red 'Add' button. The background interface shows a table with columns: Days, From, To, Exit, and Delete. The 'Self-defined days (Priority 1)' section is visible below the main table, along with 'Save changes' and 'Reset' buttons.

Then click *Save changes* if things look OK.

Please note if your contact centre has limited opening hours during a holiday or pre-defined day, you need to take special measures. Please see details in chapter [The Precedence System](#).