



Optimized Business Hours Control for Chat and Voice

(Product (Admin - .) - تعليقات - Lara Proud - 2025-04-23

Save time and reduce admin with default vacation sets for the US, UK, and French national holidays. Easily apply these as non-working days to your business hours, ensuring seamless management of your workforce. In addition to these business hour improvements, we've added more control over your Chat and Voice channels based on your operating hours

Better Communicate Chat Availability

Align your chat widget's availability with your business hours to set clear expectations for your users

The image shows two screenshots. The left screenshot is the 'Messaging' settings page in the Deskpro Admin. It includes sections for 'Routing', 'Display Settings', 'Business Hours' (with a sub-section for 'Assign business hours to card'), and 'Permissions'. The right screenshot shows a live chat widget from 'Deskpro'. The widget displays a greeting 'Hi there 🙌 How can we help?' and a message box with 'Send us a message' and 'We typically reply within an hour.' A yellow arrow points from the 'Business Hours' section in the admin settings to the 'We typically reply within an hour.' message in the chat widget, illustrating the connection between the two.

This ensures they know when someone is available to respond, enhancing their chat experience and boosting customer satisfaction. Learn how to configure business hours for your chat

Automate your Voice Operations

Enhance your voice interactions with business hours applied to auto-attendants, providing appropriate out-of-hours greetings

Customer Support Auto Attendant

id: 1

Operating Hours

Operating Hours Model*

Standard Business Hours

Set the hours the auto attendant will be manned and can take calls.

Out of hours greeting

Choose

Play audio greeting before out of hours greeting

Create ticket for calls received out of hours

Save

Discard Changes

Delete

Choose to create tickets or accept voicemails outside business hours, giving you greater control and ensuring professional communication even when your office is closed