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Streamline After Hours Call Management

2025-01-17 - Lara Proud - [Kommentarer \(0\)](#) - [Product \(Admin\)](#)

With our new multiple business hour sets feature you can assign specific sets to your voice queues to improve operational flexibility and improve customer experience during your non-operational hours. This approach provides callers with personalized greetings and voicemail access, ensuring they feel acknowledged and informed even when direct assistance isn't available.

| Business Hours | | | | |
|--------------------------|-------------------------|-----------------------|--|----|
| <input type="checkbox"/> | Name | Timezone | Holiday Sets | ID |
| <input type="checkbox"/> | USA East Support | America > New York | Holidays in the US | 1 |
| <input type="checkbox"/> | USA West Support | America > Los Angeles | Holidays in the US | 2 |
| <input type="checkbox"/> | USA Central Support | America > Chicago | Holidays in the US | 3 |
| <input type="checkbox"/> | England & Wales Support | Europe > London | Holidays in the UK (England and Wales) | 4 |
| <input type="checkbox"/> | Scotland Support | Europe > London | Holidays in the UK (Scotland) | 5 |
| <input type="checkbox"/> | NI Support | Europe > London | Holidays in the UK (Northern Ireland) | 6 |
| <input type="checkbox"/> | Germany Support | Europe > Berlin | Holidays in the Germany | 7 |

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Additionally, the ability to set ticket assignment rules from missed calls allows for quick and efficient follow-up by the appropriate departments or agents. This ensures that customer inquiries are addressed promptly and effectively, maintaining high service standards and demonstrating a commitment to customer care around the clock.

To get started, you can check out the [Business Hours Sets](#) and [Vacation Sets](#) guides.