

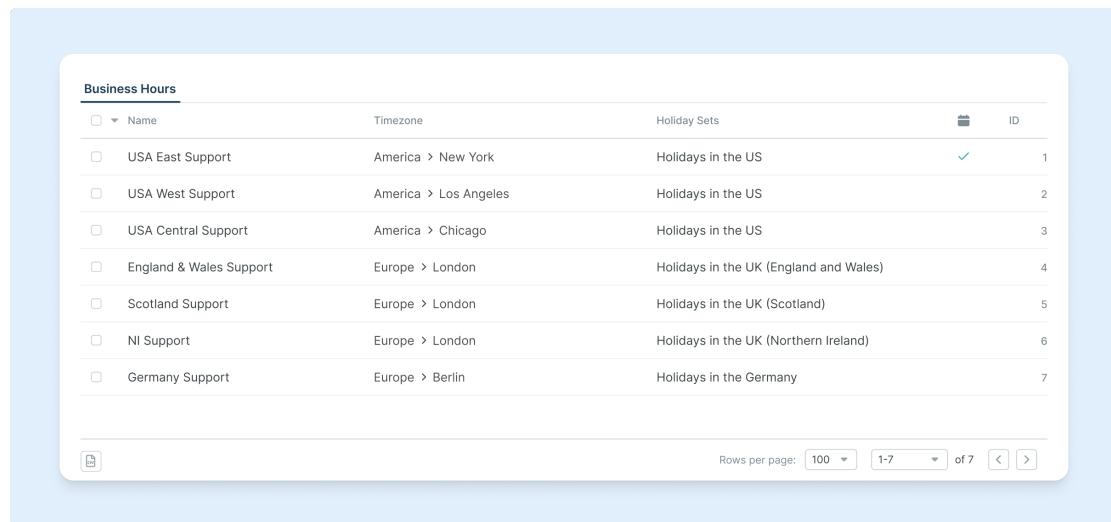


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Streamline After Hours Call Management

2025-01-17 - Lara Proud - [Σχόλια \(0\)](#) - [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.



The screenshot shows a table titled 'Business Hours' with the following data:

Name	Timezone	Holiday Sets	ID
USA East Support	America > New York	Holidays in the US	1
USA West Support	America > Los Angeles	Holidays in the US	2
USA Central Support	America > Chicago	Holidays in the US	3
England & Wales Support	Europe > London	Holidays in the UK (England and Wales)	4
Scotland Support	Europe > London	Holidays in the UK (Scotland)	5
NI Support	Europe > London	Holidays in the UK (Northern Ireland)	6
Germany Support	Europe > Berlin	Holidays in the Germany	7

At the bottom, there are buttons for 'Rows per page' (100), '1-7', 'of 7', and navigation arrows.

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.