



[Novità](#) > [Product](#) > [Product \(Admin\)](#) > [Streamline After Hours Call Management](#)

Streamline After Hours Call Management

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

Rows per page: of 7

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.