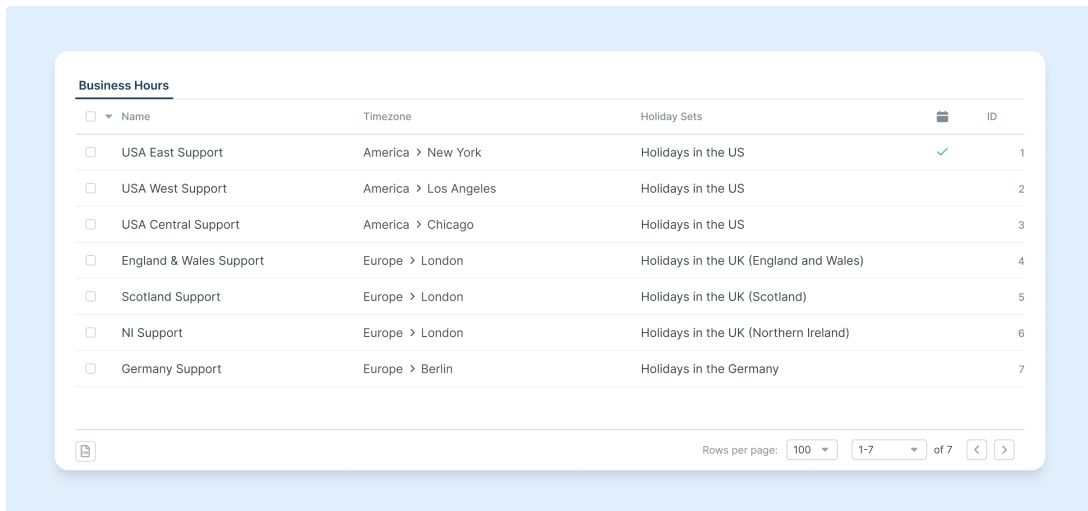


Streamline After Hours Call Management

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.



The screenshot shows a table titled "Business Hours" with the following columns: Name, Timezone, Holiday Sets, and ID. There are 7 rows of data, each representing a different support queue. The first row, "USA East Support", has a checkmark in the Holiday Sets column. The table includes a search icon, a "Rows per page" dropdown set to 100, and a "1-7 of 7" indicator with navigation arrows.

<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

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.