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2025-01-17 - Lara Proud - Comments (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.

🗌 🔻 Name	Timezone	Holiday Sets	id ID
USA East Support	America > New York	Holidays in the US	× · ·
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

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 <u>Business Hours Sets</u> and <u>Vacation Sets</u> guides.