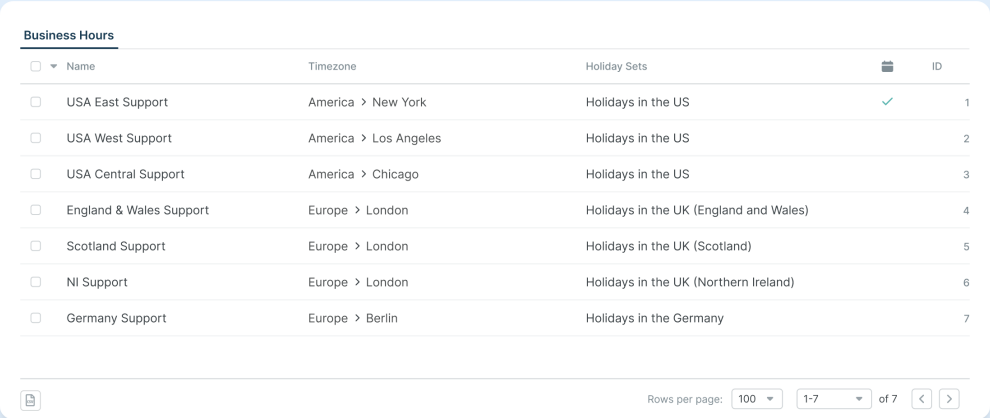


Streamline After Hours Call Management

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.



<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.