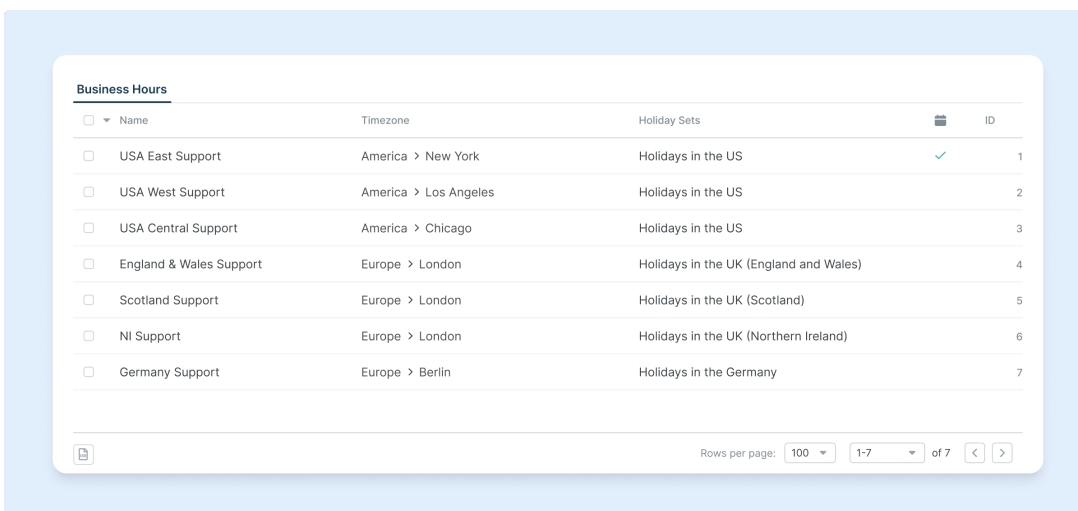


## Streamline After Hours Call Management

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.