

Opening Hours / Holidays

Telecoms → VoIP → Edit VoIP Account → Schedules / Opening Hours

Opening Hours

Opening hours schedules help define your availability to answer calls and can be referenced as part of your call flow design. To create a schedule:

1. Enter a friendly reference name in the empty form field and click on +
2. Click on the + button next to the newly created schedule.
3. You will be presented with a blank calendar view of the week
4. Click on a day of the week and an entry will start to be built. You can drag to increase or decrease the availability window in 30 minute blocks.
5. Click on 'save' at the bottom of the page before exiting.

Holidays

Holidays are whole days where you want to pause existing schedules. A classic scenario would be to factor in a Bank Holiday where your business may be closed.

1. Enter a friendly reference name in the empty form field
2. Enter the start date and either choose to leave it open ended (ie permanently close the lines) or select an end date by ticking the range box.
3. Click on + to apply your holiday entry.

NOTE: Holidays can't be edited, you can only choose to delete and recreate.

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