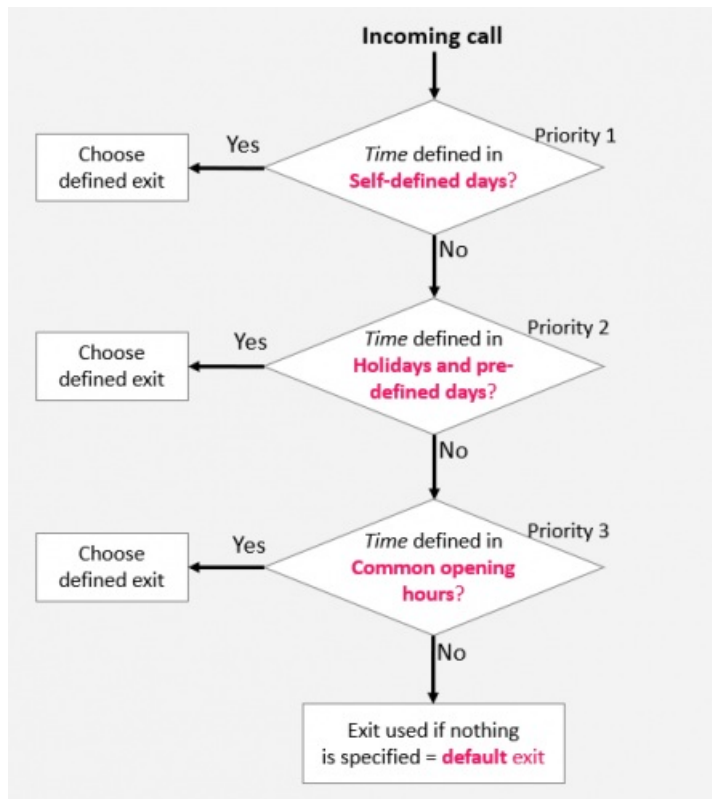


## Time Precedence System

The Time Module may have entries on three levels:



- *Common opening hours (priority 3)*
- *Holidays and pre-defined days (priority 2)*
- *Self-defined days (priority 1)*

A Self-defined day takes precedence over a Holiday and pre-defined days, and a Holiday and pre-defined day takes precedence over a Common opening hour.

When a call arrives in the Puzzel platform, Puzzel first looks how the current time and date is defined in Self-defined days, then in Holidays and pre-defined days and finally in Common opening hours. Within Common opening hours, a single day entry has higher priority than Weekday (Mon-Fri)/Weekend (Sat-Sun).

Puzzel uses the first defined exit it finds, e.g. Open/Closed.

If a call arrives and there is no entry in the Time module covering this exact time, the call is routed to *Exit used if nothing else is specified* (=the default exit from the Time module).

### Example of opening hours for Christmas Eve

To show how the precedence system works, we can use Christmas Eve (24th of December) when it falls on a Monday.

Lets say that on Mondays the contact centre is open 08:00-15:59, but on Christmas Eve (Monday) you only want the contact centre to be open 10:00-13:00.

How should you define the opening hours during this Christmas Eve that falls on Monday, to ensure that calls only enter the contact centre from 10:00 to 13:00?

If we only define Exit Open between 10:00-12:59 on Christmas Eve, what would happen with calls arriving before and after this time interval?

For a call that arrives at 09:30, Puzzel would look for a matching defined time interval, and it would find one in Common opening hours; Weekdays 08:00-15:59 is defined with the Exit Open. Therefore, Puzzel would treat every call arriving 08:00-9:59 and 13:00-15:59 as it would during a normal weekday with the Exit Open.

We need to define that its closed on Christmas eve before 10:00 and after 13:00, e.g. like this:

▼ Common opening hours (Priority 3)				
Days	From	To	Exit	Delete
Weekday (Mon-Fri)	08:00	15:59	Open ▼	
Thursday	16:00	19:59	Open ▼	
+ Add a weekday				
▼ Holidays and pre-defined days (Priority 2)				
Days	From	To	Exit	Delete
New years day (1st January)	00:00	23:59	Closed ▼	
Good Friday	00:00	23:59	Closed ▼	
Easter Monday	00:00	23:59	Closed ▼	
Christmas day (25th December)	00:00	23:59	Closed ▼	
Boxing day (26th December)	00:00	23:59	Closed ▼	
Christmas eve (24th December)	08:00	09:59	Closed ▼	
Christmas eve (24th December) ⚠	10:00	12:59	Open ▼	
Christmas eve (24th December)	13:00	15:59	Closed ▼	

When you save, any redundant rows will be highlighted in yellow. In this case, the row with Christmas eve 1000-1259 Open is redundant since this time interval is covered by Weekday (mon-fri) 0800-1559. You can keep it if you think this gives you a better overview.

### Testing the Service

To verify that things are OK for upcoming holidays, you can enter a future time (e.g. 25.12.2018 at 10:00) and click *Test now* to see how calls will be routed at this future point in time. The row (and exit) that will be selected at this future time will be highlighted in blue.

Home » Services » Time » time1

## Time management for time1

Exit used if nothing else is specified: Closed msg

On given time calls are routed to: Christmas day (25th December)

Test the time module  
Choose date and time to simulate the time module  
25-12-2018 10:00

Save changes | Reset | Test now

**Common opening hours (Priority 3)**

Days	From	To	Exit	Delete
Weekday (Mon-Fri)	08:00	15:59	Open	
Thursday	16:00	19:59	Open	

+ Add a weekday

**Holidays and pre-defined days (Priority 2)**

Days	From	To	Exit	Delete
New years day (1st January)	00:00	23:59	Closed	
Good Friday	00:00	23:59	Closed	
Easter Monday	00:00	23:59	Closed	
Christmas day (25th December)	00:00	23:59	Closed	
Boxing day (26th December)	00:00	23:59	Closed	

### Incorrect services

If your settings are incorrect, for example *From time* is later than the *To time*, or the same time interval is covered by two rows under *Holidays* (e.g. Christmas Eve 0:00 to 9:59, and Christmas Eve 08:00-08:59), these rows will be red and you must correct these errors to be able to save.