

Local Time module vs Shared/Bound Time module

There are 3 types of Time modules

1. **Local** time module: The default. A local Time module has its own opening hours and exits, and is shown in the Admin Portal.
2. **Shared** Time module: Shown in Admin Portal. A Shared time module has 1 or more time modules *bound* to it. You can have 0, 1 or more Shared time modules.
3. **Bound** Time module: Shown in Call Flow Tool, but not shown in the Admin Portal, since a bound time module uses the opening hours and exits defined in a Shared Time module.

A *Shared Time module* stores a **reusable set of exits and connected time entries** in one module. This means that you can use the same “opening hours” several places in the Call Flow without needing to create and maintain the same opening hours in several different Time modules.

You can create a Shared time module by converting a (new) local time module to be shared. Inside the *Basic* tab of the Time module, you will see the “*Convert to shared Time module*” button.

When you have created a Shared time module, you can choose to **bind** one or more other time modules to the shared one. (In the *Basic* tab, you will see a “*Bind to shared Time module*” button.)

You can later choose to **unbind** a *bound* time module so that it becomes a local time module (again).

If you have a Shared time module, it is listed with postfix '[shared]' on page Services – Time, and you can adjust the opening hours here, but time modules bound to a shared (if any) are not listed. All local Time modules are listed here.