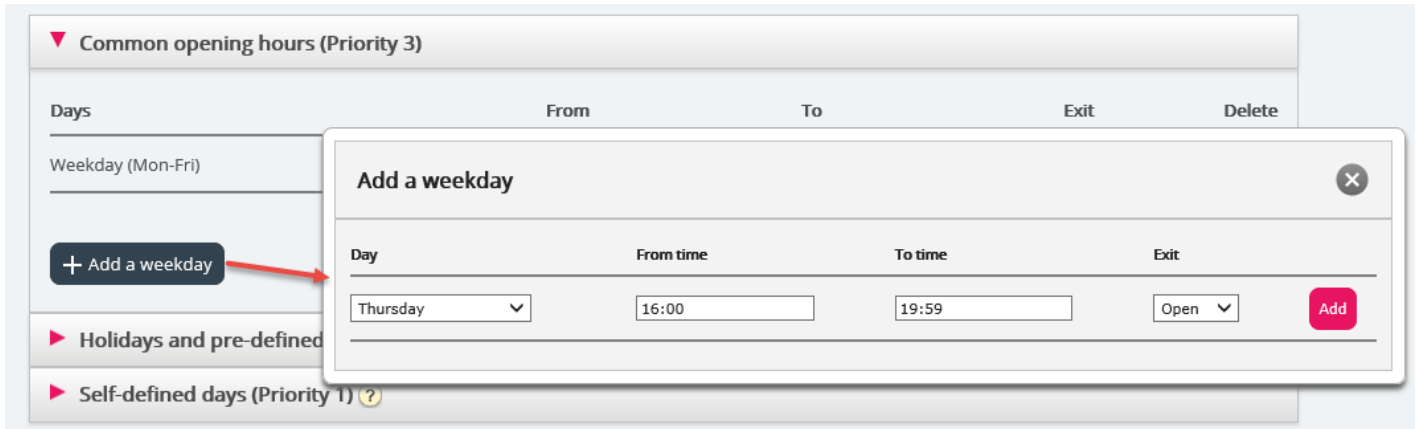


## Common Opening Hours

Define the contact centre's normal opening hours in the *Common opening hours* tab by clicking *Add a weekday*.



In the new window that appears you can add an entry with From time and To time for "Weekday (Mon-Fri)", "Weekend (Sat-Sun)" or an individual day, using the relevant Exit. The easiest way is to define when it's open and have "Exit used if nothing else is specified" (the default exit) pointing to a "closed message". Add as many weekday rows as you need and then save.

In the example below, we have defined that exit Open should be used on Weekdays (Mon-Fri) 08:00 to 15:59 and on Thursday from 16:00-18:59.

Please note that the value in the 'To' field should always be set one minute before the desired To time. This is because it covers a whole minute. If you set To = 15:59 this means To 16:00:00.

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

## Overlapping entries

You are not allowed to have 2 entries for the same day (e.g. Friday) that are overlapping, but you can have a single-day entry which overlaps with *Weekdays (Mon-Fri)* or *Weekends (Sat-Sun)*. Please note that the system, within *Common opening hours*, first looks for match in single day entries, and if no match found, it looks for match in *Weekday (Mon-Fri)* or *Weekend (Sat-Sun)*. Example:

Days	From	To	Exit	Delete
Weekday (Mon-Fri)	08:00	18:59	Open	
Friday	16:00	23:59	Closed	

On Friday at 16:10, match is first found on row Friday 16:00-23:59, exit Closed.