TIME PERIODS

Time Periods

Last updated June 2021

CONTENT

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Time Periods, available at global level, are used to define the time bands assigned in call recycling, when creating call cycles and recycling rules to determine when call backs are to be re-presented to the agents.

Adding and editing Time Periods

- Select the **Time Periods** tab at the top right of the Global screen.
- To add new time periods, click the **+Create Time Period** button.
- To edit existing time slots, move your mouse pointer over the time setting that you wish to change and click the **Edit** button.
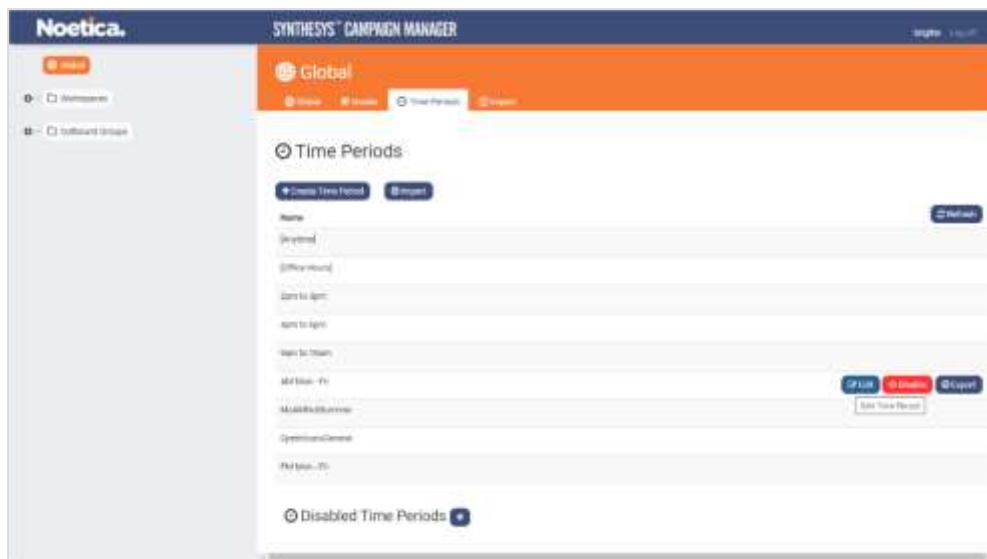
- Add a name for the time period into the **Name** field, or edit the name, as required.
- To select or to deselect specific times, move your mouse pointer to the required cells and drag the pointer from left to right.

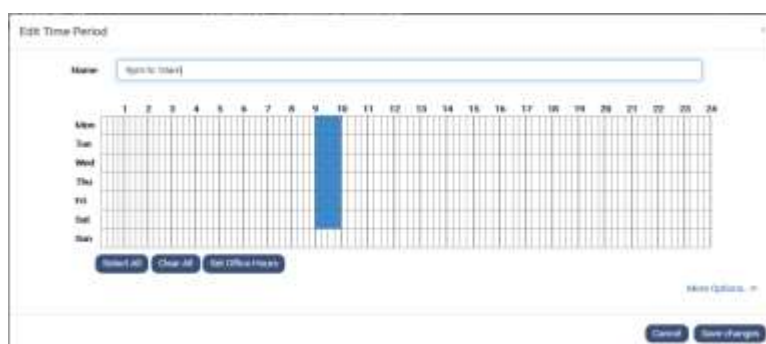- Click the **Select Office Hours** button, to activate times from 09:00 to 17:30.
- To select or clear all cells, use the **Select All** and **Clear All** buttons.
- Click the **Save** button to save your changes, or **Cancel** the action.

Additional Time Period Settings

Clicking the **More Options** link in the Time Period dialog, users can define certain patterns of monthly recurrence selecting either the **Dates** or **Weekdays** tab. The time periods can be set using either absolute values, or values relative to the present time.

Dates

Absolute: Allows you to define the month of the year (every 1st, 2nd, 3rd or 4th of the month).
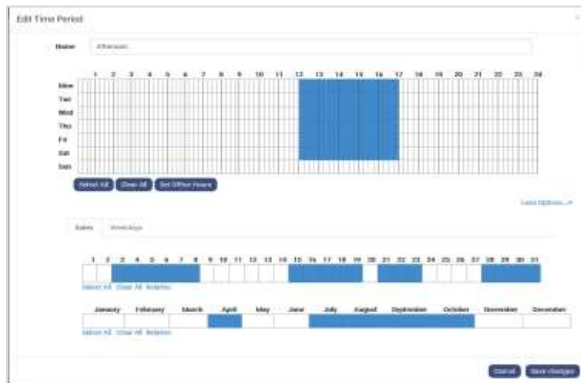
Relative: Applies to the days of the month, allowing you to select, for example, between -30 and +30 days from today.
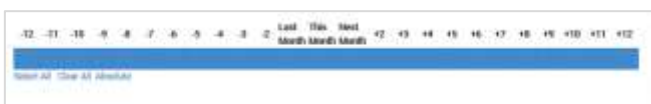

Weekdays

Absolute: Here you can define the actual days of the month (1-31), in terms of every 1st, 2nd, 3rd or 4th day of the month (such as in "the 2nd Tuesday of every month).


Relative: This applies to the month of year, allowing you to select between -12 to +12 month from this month.

Disabling existing Time Periods

To disable existing time periods,

- Move your mouse pointer over the name of the time period that you wish to hide, and click the **Disable** button.
- In the **Disable Time Period** dialog, confirm that you wish to disable the selected time setting.
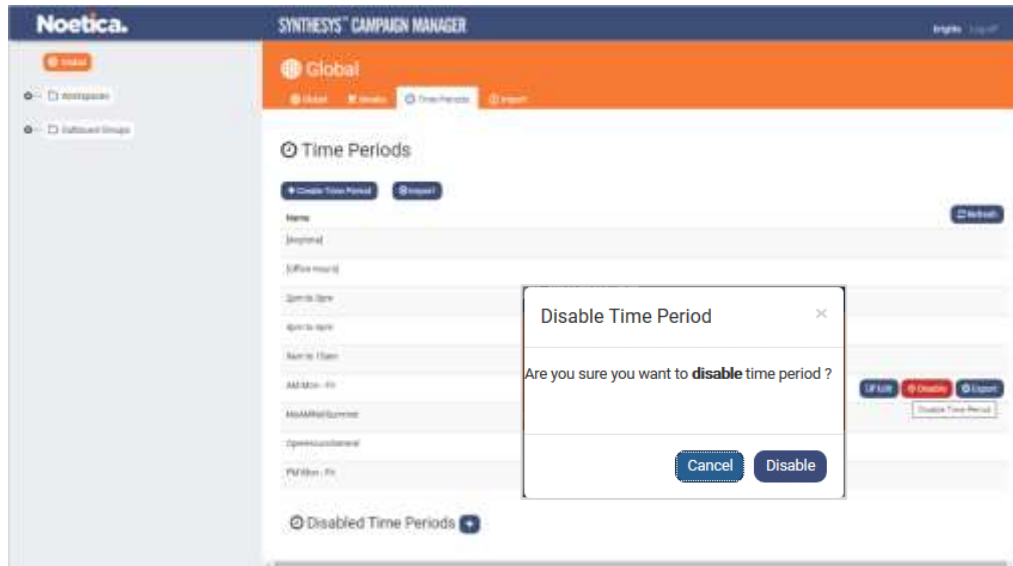
Reactivating Time Periods

To reactivate disabled time periods

- Click the **plus** sign next to the **Disabled Time Periods** option.
- Select the time setting that you wish to enable and click the **Restore** button.
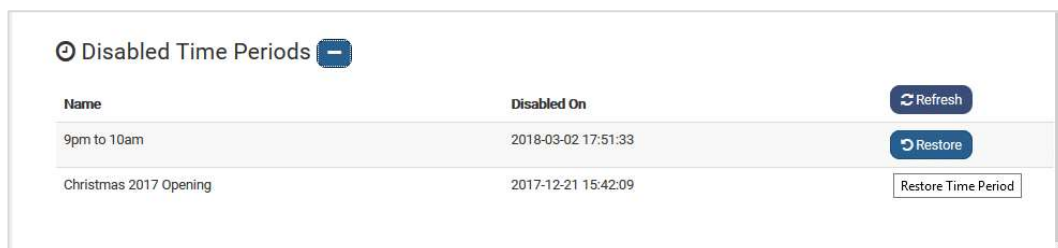
- Click the **Refresh** button to update the *Disabled Time Periods* dialog.
- The restored time setting will be added back to your list of available time periods.