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Callback User's Guide

[Create Office Hours](#)

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Create Office Hours

Important

- You must set up Office Hours if you want to implement **Scheduled Callback** and **Disposition Dialog**.
- Office Hours are used when requesting Callback API to create an immediate or a scheduled callback. See [Start or Schedule a Callback](#) for more information.

Upload the Office Hours Template

In the **Services and Tools > Tools > Service Templates** tab, make sure that the **Office Hours** template is available. Otherwise, click **Upload** to add the office-hours.zip to the **Templates** list.

Create the Office Hours Service

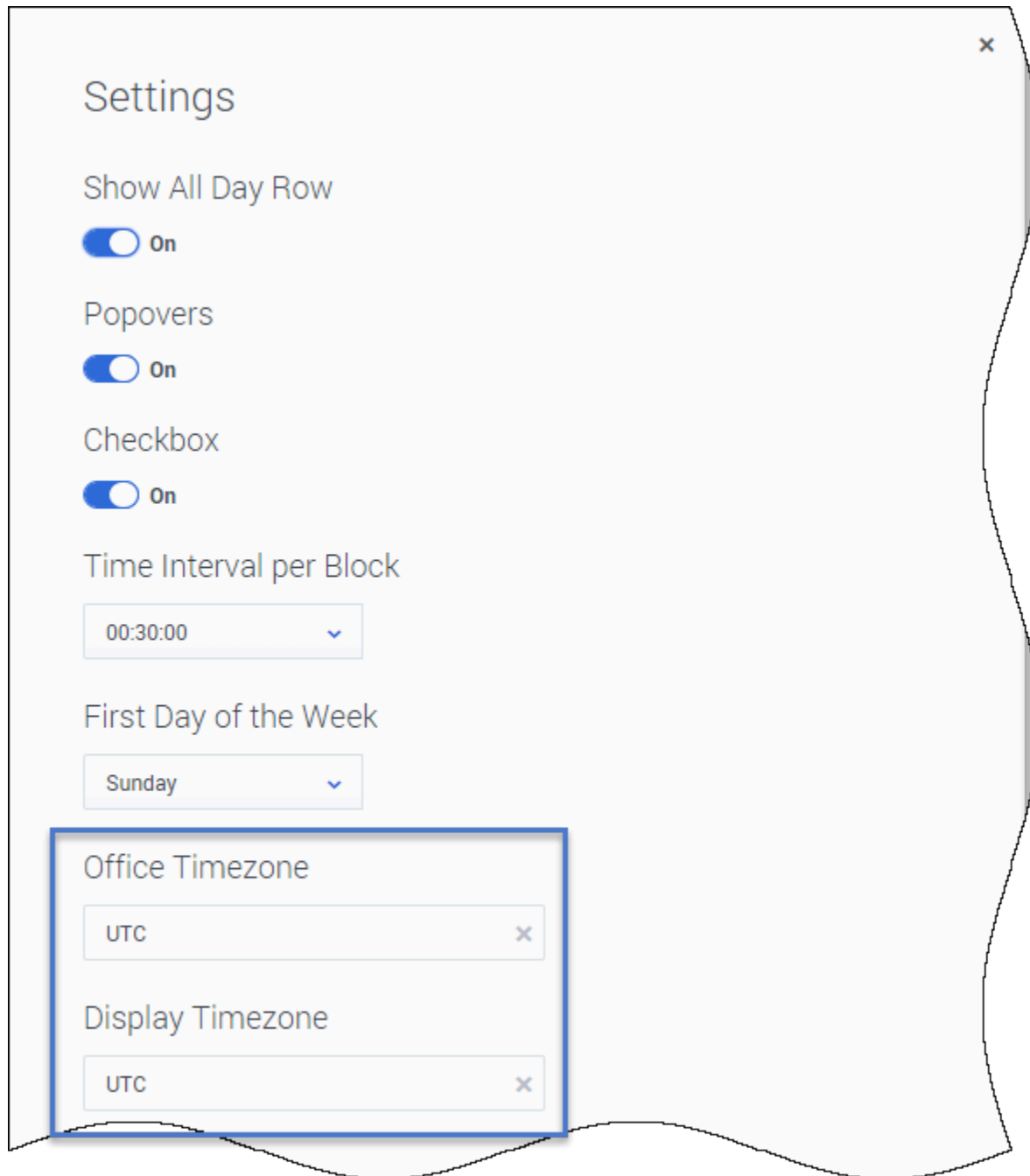
The screenshot shows the Genesys Mobile Services interface for configuring Office Hours. The sidebar on the left has a 'Create' button and a 'Delete' button. The 'Office Hours' tab is selected, showing a list of 'business-hours', 'exceptions', and 'hours1'. The main area displays a calendar view for 'business-hours' with a table of days and times. Annotations include a circled '1' pointing to the 'Settings' button with the text 'Edit settings to fix calendar timezone issues', and a circled '2' pointing to the 'Create' button with the text 'Create Office Hours'.

Time	Monday	Tuesday	Wednesday *	Thursday	Friday
All Day					
1 AM					
2 AM					
3 AM					
4 AM					
5 AM					
6 AM					
7 AM					
8 AM	Regular Office Hours 8:00 AM - 12:00 PM	Regular Office Hours 8:00 AM - 12:00 PM	Regular Office Hours 8:00 AM - 12:00 PM	Regular Office Hours 8:00 AM - 12:00 PM	Regular Office Hours 8:00 AM - 12:00 PM
9 AM					
10 AM					
11 AM					
12 PM					

Click **Create** in the **Office Hours** tab, select office-hours in the filter and configure the business-

hours service.

Set your Calendar Timezone



The screenshot shows a 'Settings' dialog box with a close button (X) in the top right corner. The settings are as follows:

- Show All Day Row**: ☒ On
- Popovers**: ☒ On
- Checkbox**: ☒ On
- Time Interval per Block**: 00:30:00 (dropdown arrow)
- First Day of the Week**: Sunday (dropdown arrow)
- Office Timezone**: UTC (dropdown arrow)
- Display Timezone**: UTC (dropdown arrow)

A blue rectangular box highlights the 'Office Timezone' and 'Display Timezone' sections.

The **Display Timezone** is the timezone of your **Calendar** view and is set to the Browser timezone by default. The **Office Timezone** is bound to the `_timezone` parameter of the Office Hours service.

The **Calendar** view is in Read-Only mode if your Display Timezone and Office Timezone are different. In that case, the interface shows a warning message and does not allow you to edit the **Calendar** view.

[+] Show me the message

 The calendar is in read-only mode because the office timezone is not equal to the displayed timezone

To fix this issue, click **Settings** and fix your **Office Timezone** and **Display Timezone** by setting identical timezones.

Add Office Hours to your Callback Service

Callback Delayed

Search Table Select All

+ Add New Delete Advanced Parameters Expand All Refresh

Name	Value	Description
Chat (1)		
General (18)		
_attach_udata	single_json	Specifies the format in which the user data should be attached to the interaction prior to routing to agent. Select data_id to attach only the storage data_id (key: GMS_UserData). Select single_json will attach all user data as one json object (key: GMS_UserData). Select separate_keys to attach each user data as a separate key. Name of the key will be the same as the user data key.
<input checked="" type="checkbox"/> _business_hours_service	Choos... <input checked="" type="checkbox"/> <input type="checkbox"/>	Specifies a configured office-hours service. Request Desired Time is verified against the defined regular and specific calendar hours.
_call_direction	USERTERMINATED	When value is USERORIGINATED, this implies the user (device) will initiate the call to be connected to the agent. If USERTERMINATED is specified, then the enterprise will initiate the call to the specified target.
<input type="checkbox"/> _capacity_service		Specifies a configured capacity service. Agent availability is defined capacity and capacity

Business-hours

Select your Callback Service and expand the **General** category. Find the `_business_hours_service` parameter and select your Office Hours instance in the drop down list.

Create Regular Office Hours

The screenshot shows the 'Business-hours' configuration page. At the top, the 'Regular Office Hours' checkbox is checked and circled with a '1'. Below this, the 'Calendar' view is active, showing a weekly grid from Monday to Friday. The time slots range from 1 AM to 7 PM. On Monday, Tuesday, Thursday, and Friday, 'Regular Office Hours' are set from 8:00 AM to 5:30 PM, 8:00 AM to 6:00 PM, and 8:00 AM to 6:00 PM respectively. On Wednesday, a light blue selection box is shown from 8:00 AM to 6:00 PM, with a circled '2' and an arrow pointing to it, indicating the step to 'Select your Office Hours'. A small inset window at the bottom left shows the 'New Office Hours' dialog with various options like 'All day', 'Time', 'Date', and 'Timezone'.

Select your Office Hours service in the **Configured Service** tab.

In the **Calendar** view, make sure that **Regular Office Hours** is checked.

Select your Office Hours service in **Configured Services**. You can add Office Hours by selecting a timezone in your **Calendar** view; the Office Hours interface shows up. Or, you can switch to the **Table** view and edit options there.

Switch Views to Check Office Hours

Business-hours *Switch Calendar Views*

☐ Regular Office Hours | May 1, 2016 – May 31, 2016 | Today | Settings

☐ Day ☐ Week ☒ Month | GMT+0000

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Regular Off	3 Regular Off	4	5	6	
8	9 Regular Off	10 Regular Off	11	12	13	
15	16 Regular Off	17 Regular Off	18 Holiday	19 Holiday	20	21
22	23 Regular Off	24 Regular Off	25	26	27	28
29	30 Regular Off	31 Regular Off	1	2	3	
5	6 Regular Off	7 Regular Off	8	9	10	

If you add Office Hours to one or more days in the week, the results apply to all months and weeks. Switch to the **Month** view to see the actual Office Hours of the month.

Add Holidays and Exceptions

The screenshot shows the 'Business-hours' configuration page. At the top, there is a 'Business-hours' section with a 'Regular Office Hours' checkbox circled in red. A handwritten arrow points to this checkbox with the text 'Uncheck'. To the right of the checkbox is a 'Calendar' tab and a 'Table' tab. Below the tabs, there is a date selector showing 'May 11, 2016' and a 'Today' button. A 'Settings' gear icon is also present. The main area displays a calendar for 'Wednesday 05/11'. A handwritten arrow points to a specific day in the calendar with the text 'Click on a specific day in your calendar to Add Holiday or Exception'. A 'New Office Hours' dialog box is open, showing options for 'Block Type' (Holiday or Exception), 'This is an Annual Event', and a list of 'Weeks Selected' with dates from 01/09/2023 to 01/15/2023. The 'Create' button is highlighted in blue.

You can set certain dates as Holidays so they will not be used for Callback and certain dates as Exceptions (or Special Office Hours) for days that require additional hours.

To add these special events, uncheck the **Regular Office Hours** parameter, then click in the **Calendar** view on the appropriate date to open the dialog box. By default, the special event is added to the current year.

New Office Hours

Block Type

☒ Holiday (holiday)

☐ Exception (bh_add)

☒ This is an Annual Event

Weeks Selected:

01/09 - 01/15

☐ 01/09

☐ 01/10

☒ 01/11

☐ 01/12

☐ 01/13

☐ 01/14

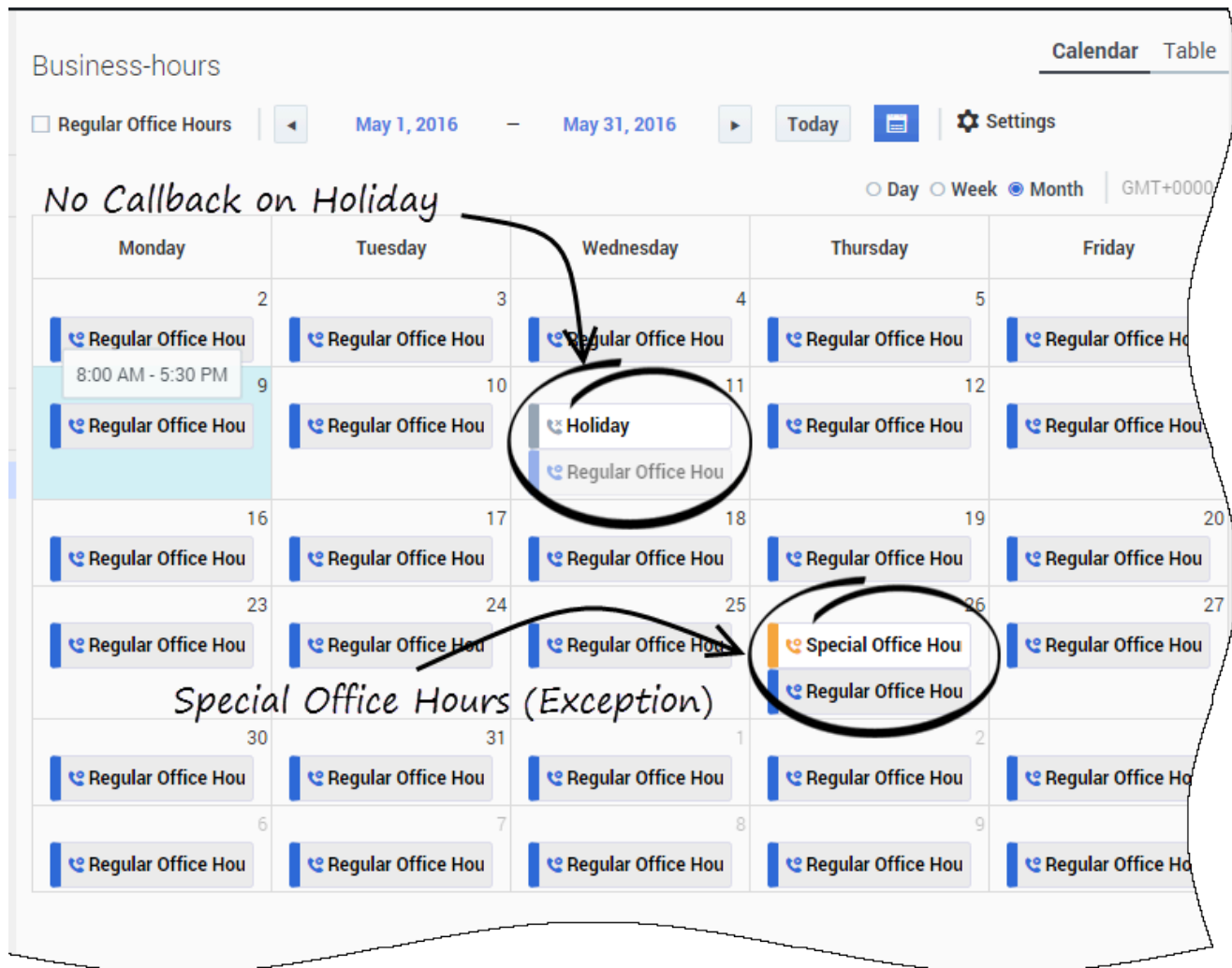
☐ 01/15

Cancel

Create

When you create the holiday or the exception, if you select the **This is an Annual Event** option, the holiday or exception is planned annually, not only for the current year.

Exceptions Always Apply



If you set a Holiday and an Exception on the same day, then the Exception applies. The office is opened during the hours configured in the Exception.

If Regular Hours, Holiday, and Exception are set on the same day, then Holiday blocks Regular Hours, but the Exception still applies and the office is opened during the Exception's hours.

Add Holidays and Exceptions from the Table view

The screenshot shows the 'Business-hours' interface in 'Table' view. At the top, there are tabs for 'Calendar' and 'Table', with 'Table' being the active view. Below the tabs, there is a search bar labeled 'Search Table' and a 'Select All' button. To the right of these are several action buttons: 'Clone', 'Delete', 'All Parameters' (with a toggle switch), 'Expand All', and 'Refresh'. The main table has two columns: 'Value' and 'Description'. The first row is 'UTC' with a description about timezone matching. Below it is a section for 'Holidays (1)'. The first row in this section is '5/11/2016' with a description about office closure. The second row is '5/19/2016' with a description about office closure. A date picker is open for the '5/19/2016' row, showing a calendar for May 2016 with the 19th selected. Below the date picker is a section for 'Special Office Hours (1)'.

Value	Description
UTC	Timezone matching days of week and time range definition. Defaults to UTC.
Holidays (1)	
5/11/2016	Days when the office will be closed. Use syntax '{yyyy-MM-dd}'. For example _holiday5='07-15'
5/19/2016	Days when the office will be closed. Use syntax '{yyyy-MM-dd}'. For example _holiday5='07-15'
Special Office Hours (1)	

You can also add Holidays and Exceptions by editing the associated options in the **Table** view. If you do not check the Annual Event option, the holiday or exception is added to the current year.

Add Holidays and Exceptions from the Table view

The screenshot shows the 'Business-hours' interface in 'Table' view. The table has two columns: 'Value' and 'Description'. The 'Value' column contains the following entries: 'UTC', 'Holidays (1)', '5/11/2016', '5/19/2016', and 'Special Office Hours (1)'. The 'Description' column contains the following descriptions: 'Timezone matching days of week and time range definition. Defaults to UTC.', 'Days when the office will be closed. Use syntax '[yyyy-MM-dd]'. For example _holiday5='07-15'', 'Days when the office will be closed. Use syntax '[yyyy-MM-dd]'. For example _holiday5='07-15'', and 'Days when the office will be closed. Use syntax '[yyyy-MM-dd]'. For example _holiday5='07-15''. A calendar dropdown is open for the date '5/19/2016', showing the month of May 2016 with the 19th highlighted. The interface also includes a search bar, a 'Select All' button, and action buttons like 'Clone', 'Delete', 'All Parameters', 'Expand All', and 'Refresh'.

You can also add Holidays and Exceptions by editing the associated options in the **Table** view.

Import Rules in Office Hours

The **Import Rules** feature enables you to set up Regular Hours, Holidays, and Exceptions (Special Office Hours) that you want to apply to several Office Hours services. The imported content (options and setup) becomes part of the Office Hours service.

- Further changes to the imported services (Regular Hours, Holidays, Exceptions) instantly apply to all the Office Hours services that imported the rules.
- The **Import Rules** feature ignores the timezones defined in the imported service.

Tip

The **Import Rules** feature allows you to create and manage a single Office Hours, Holidays, and Exceptions calendar that is applicable to multiple team calendars.

Use Case: Import Holiday Rules

Let's consider that you have several offices in the United States, sharing the same federal holidays and vacations. In that scenario, you can create a dedicated Office Hours called **Federal USA Holidays**, and then import it in your U.S. offices, instead of manually adding the same holidays to your **Calendar** views for each service (Office New York and Office SFO in the example below).

Use Case: Import Exception Rules

Let's consider that, every two weeks during spring, all of your offices are opened on Wednesday evenings from 6-9 p.m. for a special event called *Special Deal*. In that scenario, you can create an Office Hours service called **Special Deal Events** where you create the needed extra hours. Then, you can import this rule in each concerned office (Office New York, Office SFO, and Office Amsterdam in the example below).

Note that **Special Deal Events** will apply even if Regular Hours and Holiday are set for a given date, as explained [above](#).

Set up Rules in a Dedicated Office Hours Service

The screenshot displays the 'Special Deal Events' calendar interface. The left sidebar lists 'Office Hours' services, with 'Special Deal Events' selected. The main area shows a monthly calendar for May 2016. The calendar is set to 'Month' view and 'GMT+0200'. The days of the week are listed at the top: Monday, Tuesday, Wednesday, Thursday, and Friday. The calendar grid shows dates from 2 to 31. Two 'Special Office Hour' events are visible on Wednesday, May 18 and May 25, each represented by an orange icon and text. The interface includes a search bar, 'Create' and 'Delete' buttons, and a 'Settings' gear icon.

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	
9	10	11	12	13
16	17	18 Special Office Hour	19	20
23	24	25 Special Office Hour	26	27
30	31	1	2	
6	7	8	9	



To set up these rules, **create** a new Office Hours service. In this example, two services are created: Special Deal Events and Federal USA Holidays.

Import Rules in Office Hours Service

Office SFO

Calendar Table

Search Table Select All

Clone Delete All Parameters Expand All Refresh

Value	Description
<input type="checkbox"/> America/Los_Angeles	Timezone matching days of week and time range definition. Default to UTC.
^ Holidays (0)	
▼ Imported Rule Calendars (2)	
<input checked="" type="checkbox"/> Federal USA Holidays	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be disregarded.
<input type="checkbox"/> Special Deal Events	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be disregarded.
^ Imported Schedule Calendars (0)	

Switch to **Table** view and expand **Imported Rule Calendars**. Click  to add a new rule line, then select the appropriate Office Hours service.

View Imported Rules

The screenshot displays the 'Office SFO' calendar interface. The sidebar on the left lists 'Office Hours' and 'Special Deal Events'. The main calendar view shows a week from Monday, May 30, to Friday, June 3, 2016. A 'Holiday' event is circled on Monday, May 30, with a handwritten note 'Imported from Federal USA Holidays'. A 'Special Office Hours' event is circled on Thursday, June 2, with a handwritten note 'Imported from Special Deal Events'. The calendar also shows 'Regular Office Hours' from 7:00 AM to 5:30 PM. The interface includes a search bar, 'Create' and 'Delete' buttons, and a 'Settings' button.



Switch to the **Calendar** view to display the results of the imports. In this example, you can see that the Special Deal Events and Federal USA Holidays are imported in the Office SFO service.

If you update an Office Hour service (for instance, Special Deal Events or Federal USA Holidays), you will see these updates replicated to the Office Hours services importing the modified calendars (here, Office SFO).

You can also click **Settings** and see the imported Offices Hours in the list of **Displayed Calendars**.

Import Schedules in Office Hours

You can import **Schedules** from other Office Hours Services to combine working hours of multiple teams and shifts in the same Office Hours service. In this scenario, you can create a main Office Hours service (All Offices in the example below) into which you can import all the Office Hours schedules (Regular Hours, Holidays, Exceptions, and timezones). This results in the union of the imported Office Hours schedules within the timezone of the main Office Hours.


Tip

The **Import Schedules** feature helps you to manage teams dispatched in different timezones.

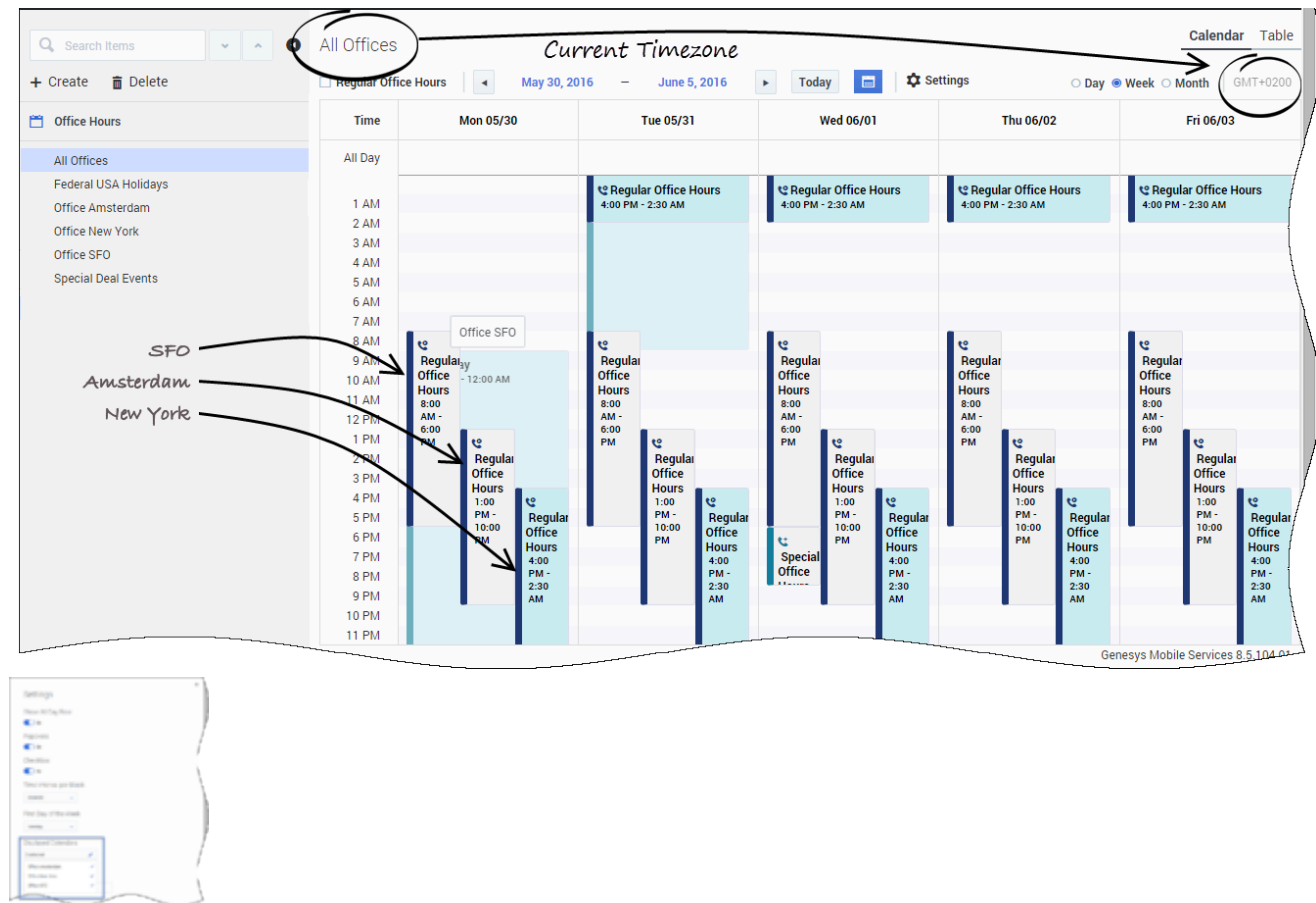
Import Schedules in Office Hours Service

The screenshot shows the 'All Offices' table view in the Office Hours service. The table has columns for 'Value' and 'Description'. The 'Value' column lists various office hours services, and the 'Description' column provides details about each service. The 'Imported Schedule Calendars (3)' section is expanded, showing three entries: 'Office Amsterdam', 'Office New York', and 'Office SFO'. A handwritten arrow points from the 'Imported Rule Calendars (0)' section to the 'Imported Schedule Calendars (3)' section, with the text 'Click, then select the Office Hours to import' written next to it. A small icon in the top right corner of the table is circled.

Value	Description
<input type="checkbox"/> Europe/Paris	Timezone matching days of week and time range definition. Defaults to UTC.
<input type="checkbox"/> Holidays (0)	
<input type="checkbox"/> Imported Rule Calendars (0)	
<input type="checkbox"/> Imported Schedule Calendars (3)	
<input type="checkbox"/> Office Amsterdam	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be considered.
<input type="checkbox"/> Office New York	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be considered.
<input type="checkbox"/> Office SFO	An option that specifies an existing office hour to import into the current office. Note: The timezone of the imported office will be considered.

Switch to **Table** view and expand **Imported Schedule Calendars**. Click  to add a new rule line, then select the appropriate Office Hours service.

Display Imported Schedules



Switch to the **Calendar** view to see the results of the imports.

In this example, the **All Offices** service combines the schedules of the **Office SFO**, **Office New York**, and **Office Amsterdam** services.

The timezones, Regular Hours, Holidays, and Exceptions are aggregated in the **Calendar** view that shows the callback coverage for the three offices.

You can also click **Settings** and see the imported **Offices Hours** in the list of **Displayed Calendars**.

Office Hours Options Reference

For a list of Office Hours options, see the [Office Hours section](#) of the Genesys Mobile Engagement Options Reference Guide.