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Genesys Designer Help

Business Hours Block

Business Hours Block

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You can use the **Business Hours** block in the **Initialize**, **Self Service**, or **Assisted Service** phase to announce when your business is closed. You can also choose to end the call at this point.

Tip

The hours that you define in the **Business Hours** block are based on the application's time zone setting. To set the application time zone, select the **Initialize** phase and open the **System Variables** tab. Click the drop-down menu in the **Timezone** row and select a value. You can override the default time zone setting by selecting a variable in the **Set Timezone** section of the **Business Hours** tab.

Business Hours tab

To set your business hours, select each **Day** you are open and specify the **Start Time** and **End Time** for each day.

Open All Day

Select if your business is open for that entire day.

No End Time

Select if there is no set end time for the given day (this option only appears if the business is not closed for that day and the **Open All Day** option is not enabled).

Terminate the call if it is outside Business Hours

Select to end calls that come in outside of business hours.

Use Business Hours defined in Business Controls

If you prefer to use a specific shared business hours resource that you've defined on the **Business Controls** page, enable this option and select it from the list of defined business hours resources.

Alternatively, you can specify a variable to be used dynamically while the application runs. Select **Variable?** to specify a user-defined variable that holds the name of a Business Hours resource. If this resource will be read from a data table, you must also select **From Data Table?** to indicate that the variable holds the result of a data table lookup. Otherwise, the result will not be evaluated correctly.

Important

- If the Business Hours are being determined dynamically at runtime, you can't mix user-

defined variables (for example, varDepartmentName + "_PrimaryHours") with variables retrieved from data table lookups. Make sure you check the appropriate box to indicate the type of variable being used.

- No matter which method you use, the name stored in the variable must match one of the Business Hour objects you created on the [Business Controls](#) page.

Timezone Override

Select a variable that will override the time zone setting for the application.

Example 1

Properties - Check Business Hours



This block check the current time to see if it lies within closed hours. Closed hours are defined in this block itself. Messages can be setup to play if the caller encounters closed hours.

Business Hours Closed Messages Results

Terminate the call if it is outside Business Hours.

Use Business Hours defined in Business Controls

Day	Start Time	End Time	No End Time	Open All Day
<input type="checkbox"/> Sunday	-	-		
<input checked="" type="checkbox"/> Monday	<u>9:00 AM</u>	<u>5:00 PM</u>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tuesday	<u>9:00 AM</u>	<u>5:00 PM</u>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Wednesday	Open	Open		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Thursday	<u>9:00 AM</u>	Open	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Friday	<u>9:00 AM</u>	<u>5:00 PM</u>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Saturday	-	-		

Timezone Override

-- choose variable --

If specified, business hours will be calculated using this timezone value, instead of the Application Timezone.

Example 2

Properties - Check Business Hours



This block check the current time to see if it lies within closed hours. Closed hours are defined in this block itself. Messages can be setup to play if the caller encounters closed hours.

Business Hours Closed Messages Results

Terminate the call if it is outside Business Hours.

Use Business Hours defined in Business Controls

Variable? From Data Table?

The variable must contain the name of one of the Business Hours defined in Business Controls.

Timezone Override

If specified, business hours will be calculated using this timezone value, instead of the Application Timezone.

Closed Messages tab

In the **Closed Messages** tab, you can select messages to play to callers when your business is closed. Click **Add Prompt** and complete the form to create a new message.

Tip

See the [Play Message block page](#) for information on how to use prompts.

Properties - Check Business Hours



This block check the current time to see if it lies within closed hours. Closed hours are defined in this block itself. Messages can be setup to play if the caller encounters closed hours.

🕒 Business Hours ➔ Closed Messages 📄 Results

Specify prompts to play when a call is received outside of business hours

+ Add Prompt

Type	Var?	Value	Play as	Actions
TTS	<input type="checkbox"/>	Sorry our offices are currently closed. Plea	text	↑ ↓ 🗑️

Results tab

You can assign a variable to the **Set the result of Block operation status in this variable** property to store the result of the block operation check. If specified, the variable is assigned the Boolean value of **true** or **false**, to indicate if the block operation completed without errors.

You can assign a variable to the **Store the result of Business hours check in this variable** property if you need to use the result of the check later in application. If specified, the variable is assigned the Boolean value of **true** or **false**.

You can assign a variable to the **Store the business hours schedule in this variable** property if you need to read the business hours schedule later in the application. If specified, the variable is assigned a JSON object. The JSON object structure is:

```
{
  "hours": [
    { "day": "Sunday", "closed": true, "starttime": "0900", "endtime": "1700" }
    ,
    { "day": "Monday", "starttime": "0900", "endtime": "1700" }
    ,
    { "day": "Tuesday", "starttime": "0900", "endtime": "1700" }
    ,
    { "day": "Wednesday", "starttime": "0900", "endtime": "1700" }
    ,
    { "day": "Thursday", "starttime": "0900", "endtime": "1700" }
    ,
    { "day": "Friday", "starttime": "0800", "endtime": "0900" }
    ,
    { "day": "Saturday", "starttime": "1000", "endtime": "1600" }
  ]
}
```

This JSON object can be used in expressions for the **Assign Variables** block and prompt values for the **Play Message** block.

Using Business Hour Values in Prompts

You can also use the **Business Hours** block to announce business hours in prompts. For example, you could use an **Assign Variables** block to assign the following variables:

Properties - Assign Variables



This block can assign values of expressions to variables. Define a variable in the Initialize phase or block and select it in this block to assign it values or results of ECMAScript expressions. You can also call ECMAScript utility functions, such as sorting an array, and provide an input to be run through the function.



Assignments Sort Function Advanced Scripting

String values must be surrounded by single quotes.

+ Add Assignment

Variable	Expression	Delete
var_starttime	var03.days[3].range[0].starttime	
var_endtime	var03.days[3].range[0].endtime	
var_day	var03.days[3].name	

Then, set up the prompt to announce the **End Time** value for Wednesday:

- In the **Play Message** block, click **Add Prompt**.
- Choose **TTS** as the **Type**.
- Enable the **Var?** checkbox, and select **var_endtime** as the **Value**.

Properties - Play Message



This block is used to play audio messages. These messages can be TTS (Text to Speech), Audio Files (previously uploaded in Audio Resources page, or variables played as TTS.



Specify prompts to be played

Disable barge-in

Always play prompt and disable buffering

+ Add Prompt

Type	Var?	Value	Play as	Actions
TTS	<input type="checkbox"/>	Sorry, our business hours are from	text	
TTS	<input checked="" type="checkbox"/>	var_day	text	
TTS	<input checked="" type="checkbox"/>	var_starttime	text	
TTS	<input type="checkbox"/>	to	text	
TTS	<input checked="" type="checkbox"/>	var_day	text	
TTS	<input checked="" type="checkbox"/>	var_endtime	text	

Important

The days [n] range is from 0 to 6, with 0 representing Sunday and 6 representing Saturday.

Scenarios

If you want to:

- Specify that the business is closed after 4 p.m. on Thursdays
 - Set the **End Time** value on Thursday to 4:00 PM
- Play a message if a customer calls after business hours, and then end the call
 - On the **Business Hours** tab, enable the **Terminate the call if it is outside Business Hours** checkbox.
 - On the **Closed Messages** tab, create a prompt.

- Specify business hours for a different timezone than the one the application is running in
 - In the **Intialize** phase, assign a value to the **timezone** variable (remember that string values must be surrounded by single quotes — for example, 'UTC').
 - On the **Business Hours** tab, select the **timezone** variable from the **Set Timezone** section.