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Service Management UI Help

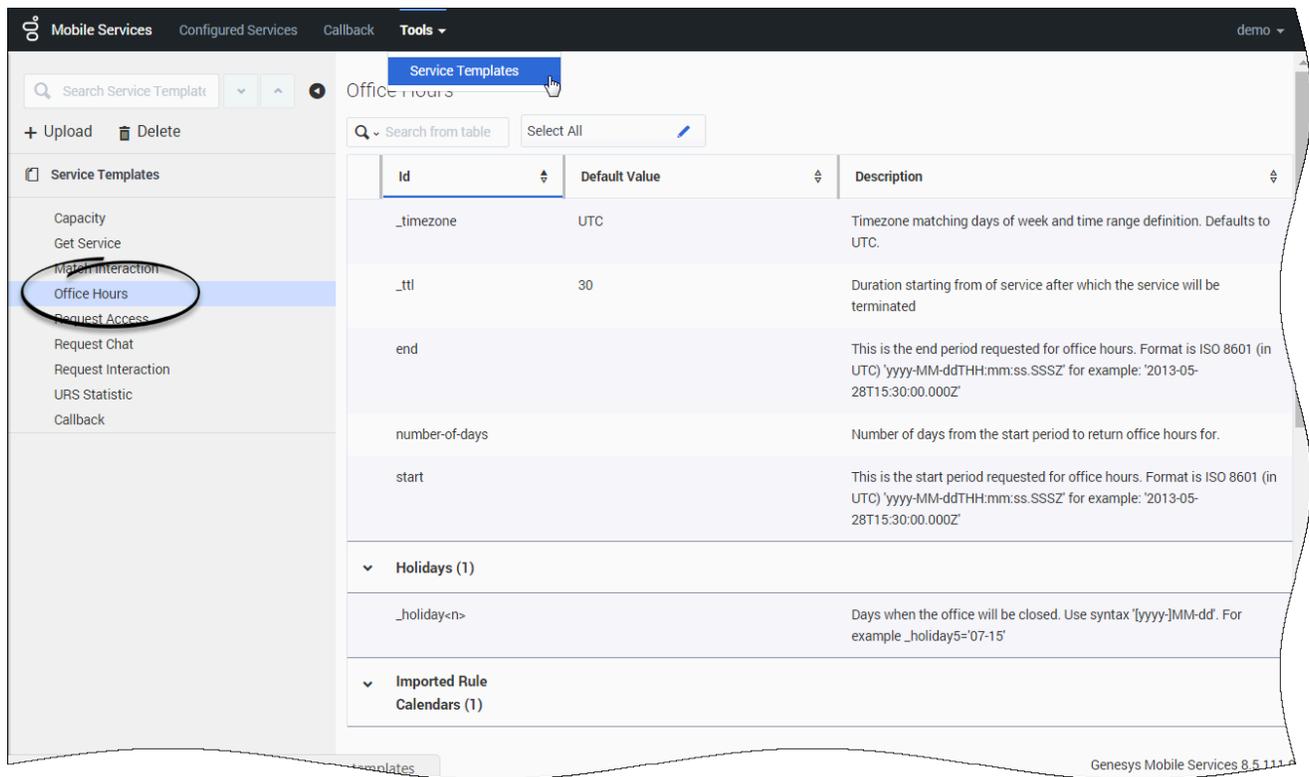
[Office Hours](#)

Office Hours

Important

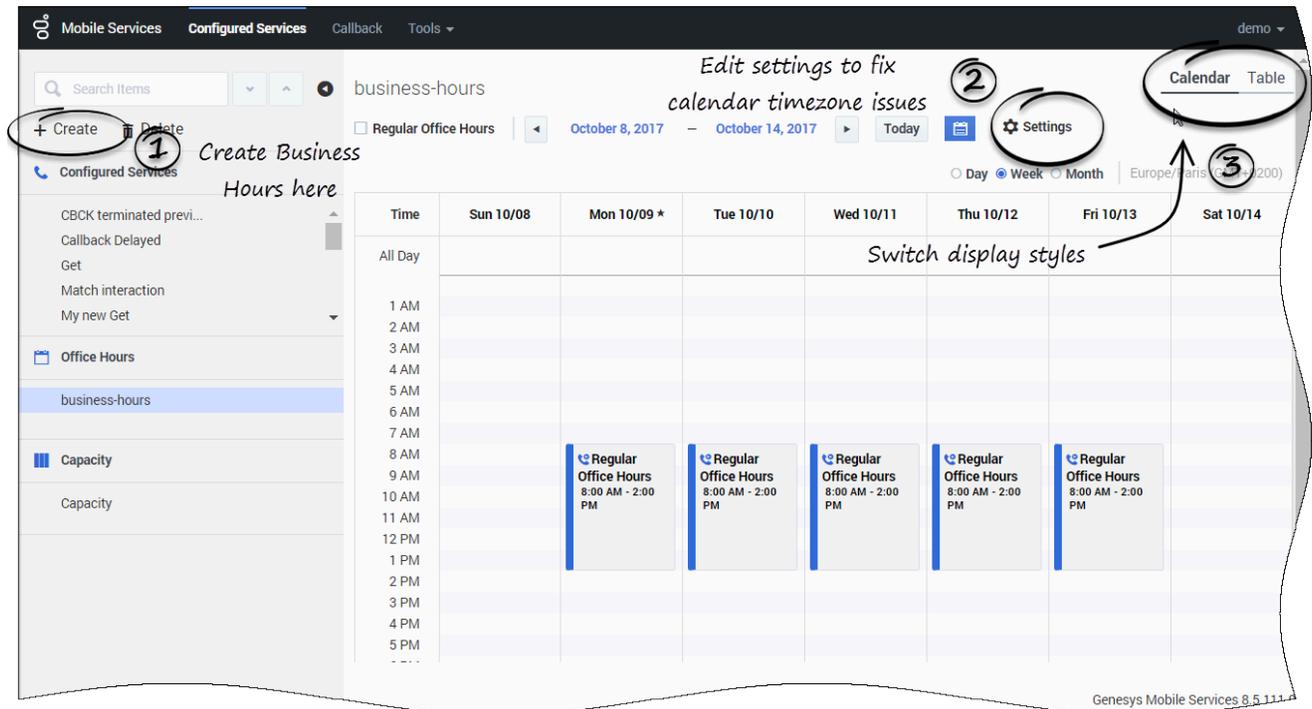
You must set up Office Hours if you want to implement **Scheduled Callback** and **Disposition Dialog**.

Upload the Office Hours Template



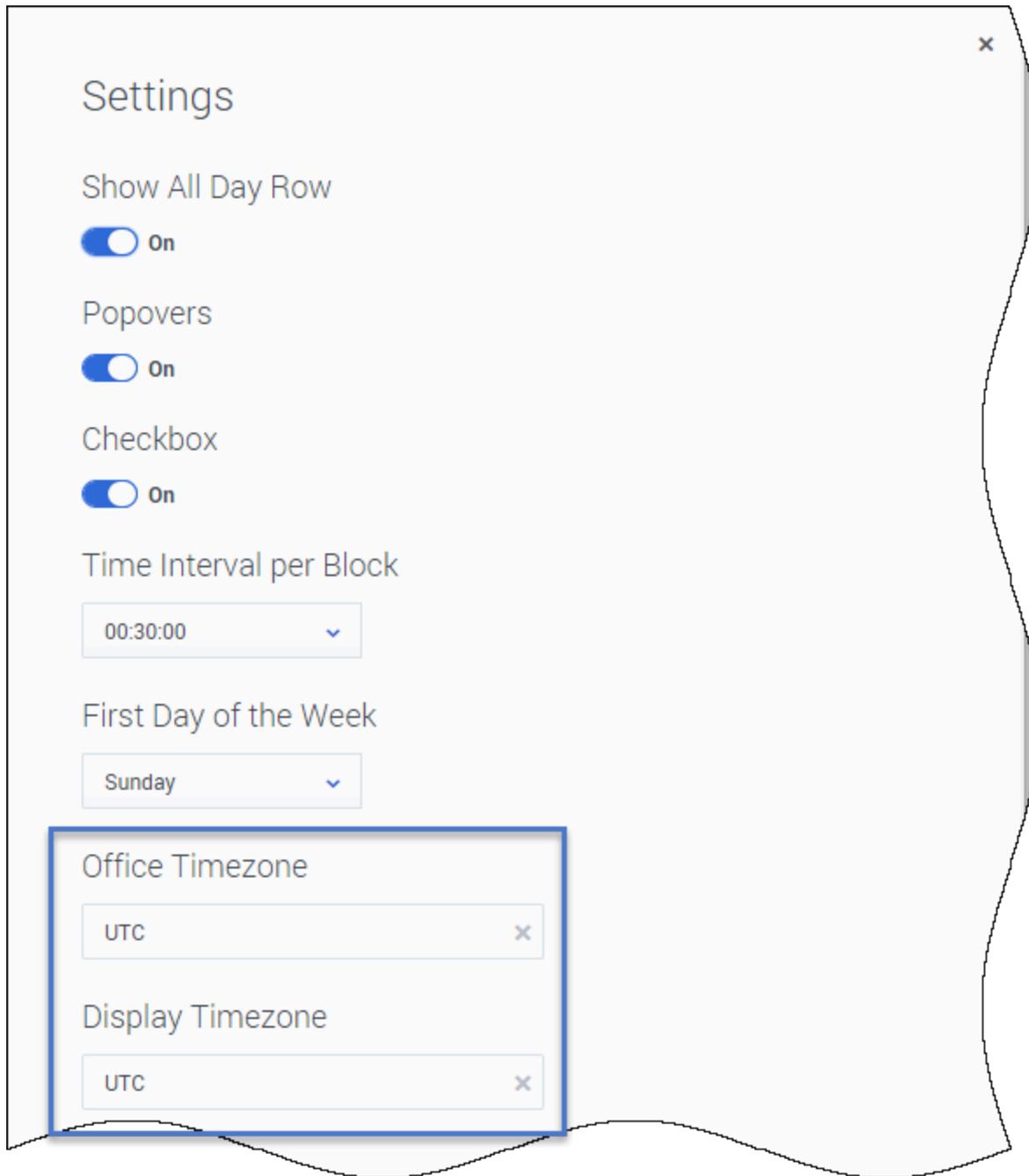
In the **Callback and Mobile Engagement > Service Templates** tab, make sure that the **Office Hours** template is available. Otherwise, click **Upload** to add the office-hours.zip to the **Templates** list.

Create the Office Hours Service



Click **Create** in **Configured Services**, select office-hours in the filter and configure the business-hours service.

Set your Calendar Timezone



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.

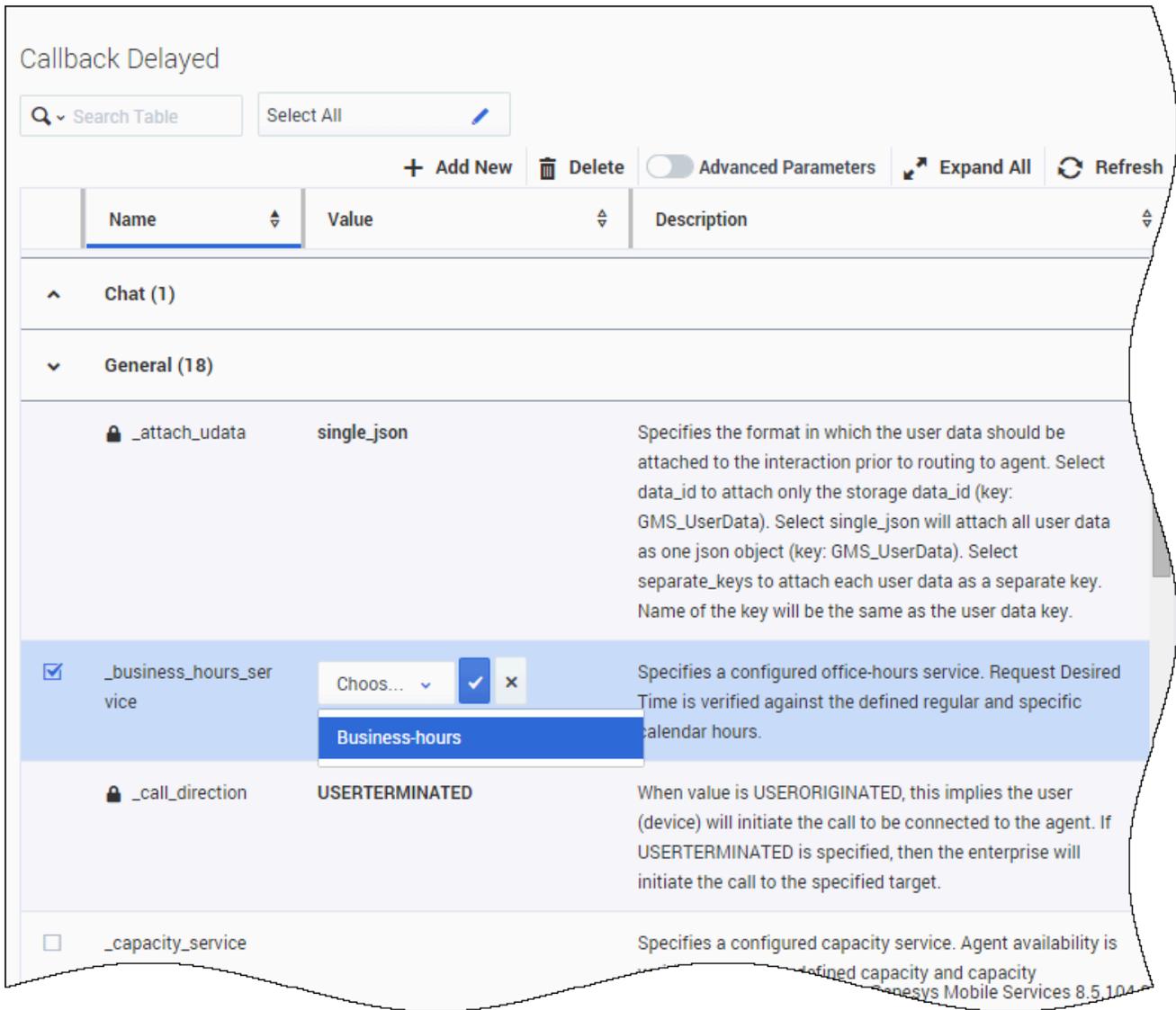
In that case, the interface shows a warning message and does not allow you to edit the **Calendar** view.

[+] Show me the message

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

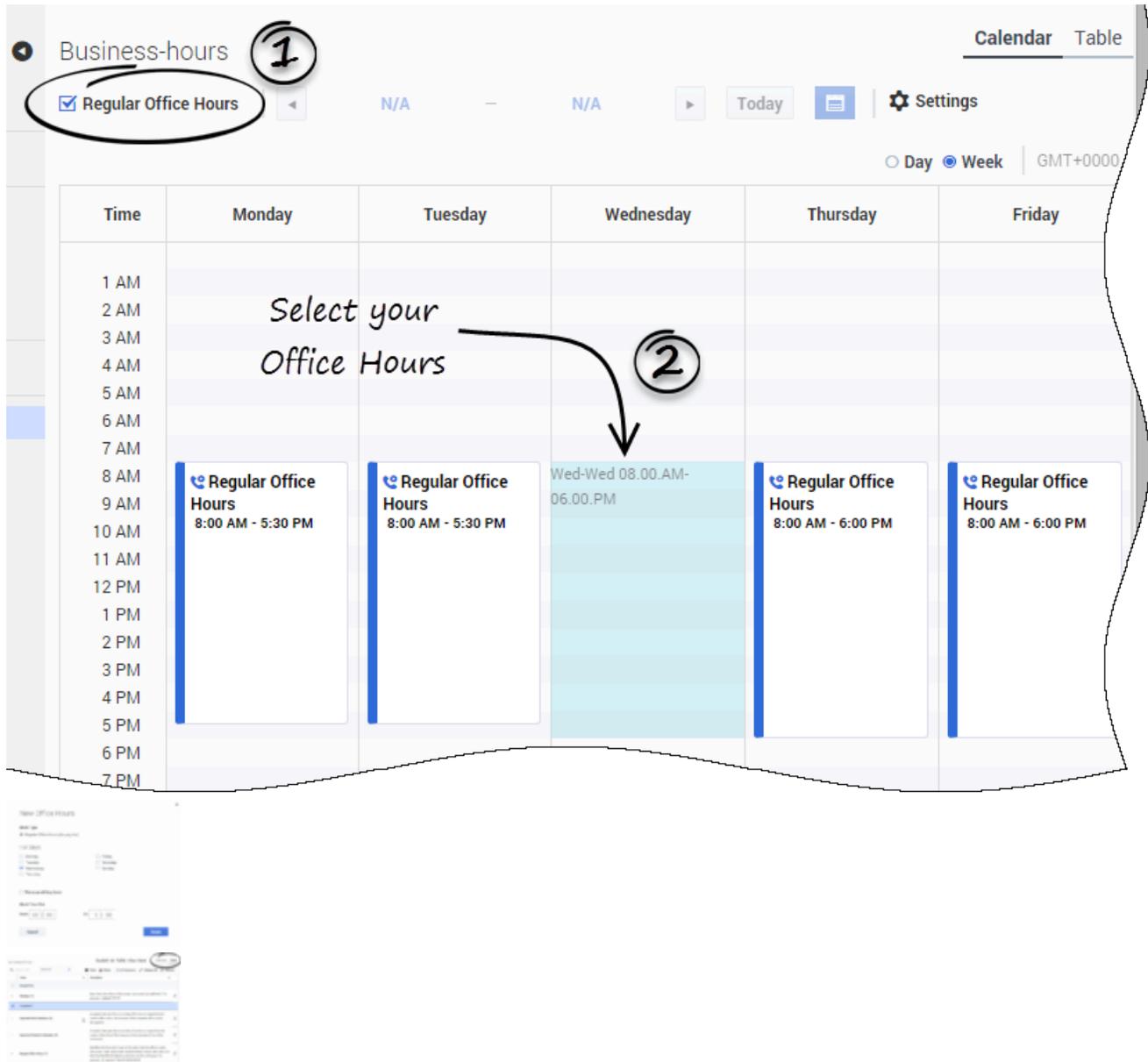
To fix this issue, click **Settings** and fix your **Office Timezone** and **Display Timezone** by setting identical timezones.

Add Office Hours to your Callback Service



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



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

The screenshot shows a calendar interface for 'Business-hours' with the title 'Switch Calendar Views'. The calendar is set to 'Regular Office Hours' and covers the period from May 1, 2016, to May 31, 2016. The view is set to 'Month'. The calendar shows that Monday and Tuesday are 'Regular Off', and Wednesday and Thursday are 'Holiday'. The 'Month' view selection is circled, and an arrow points to it from the title.

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 displays the 'Business-hours' configuration page. At the top, there is a 'Regular Office Hours' checkbox, which is circled in red. To its right is a 'Uncheck' button. The calendar view is set to 'May 11, 2016' and shows a grid of days. A specific day, Wednesday 05/11, is highlighted in light blue. A handwritten note with an arrow points to this day, stating 'Click on a specific day in your calendar to Add Holiday or Exception'. A modal dialog box titled 'New Office Hours' is open over the calendar. It features a 'Block Type' section with two radio buttons: 'Holiday (holiday)' (selected) and 'Exception (bh_add)'. Below this is a 'Weeks Selected:' section showing the range '05/09/2016 - 05/15/2016'. A list of days follows: 05/09 (Monday), 05/10 (Tuesday), 05/11 (Wednesday) (checked), 05/12 (Thursday), 05/13 (Friday), 05/14 (Saturday), and 05/15 (Sunday). At the bottom of the dialog are 'Cancel' and 'Create' buttons.

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.

Exceptions Always Apply

The screenshot shows a calendar interface for 'Business-hours' from May 1, 2016, to May 31, 2016. The calendar is in 'Month' view. A handwritten note 'No Callback on Holiday' with an arrow points to a 'Holiday' event on Wednesday, May 11. Another handwritten note 'Special Office Hours (Exception)' with an arrow points to a 'Special Office Hour' event on Thursday, May 12. The 'Special Office Hour' event is highlighted with a yellow background and an orange bar, and is circled in black. The 'Holiday' event is also circled in black. The calendar shows 'Regular Office Hours' for most days, with a specific time range of 8:00 AM - 5:30 PM for Monday, May 9. The interface includes a 'Calendar' tab, a 'Table' tab, and a 'Settings' gear icon.

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' selected. Below the tabs are search and selection controls: 'Search Table' and 'Select All'. Action buttons include 'Clone', 'Delete', 'All Parameters' (a toggle switch), 'Expand All', and 'Refresh'. The table has two columns: 'Value' and 'Description'. The first row is 'UTC' with a description: 'Timezone matching days of week and time range definition. Defaults to UTC.' Below it is a collapsed 'Holidays (1)' section. The next row is '5/11/2016' with a description: 'Days when the office will be closed. Use syntax {yyyy}MM-dd'. For example _holiday5='07-15''. The row below it is selected and shows a date input field with '5/19/2016' and a calendar popup. The calendar is for 'May 2016' and shows the 19th as the selected date. Below the calendar is a 'Special Office Hours (1)' section.

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

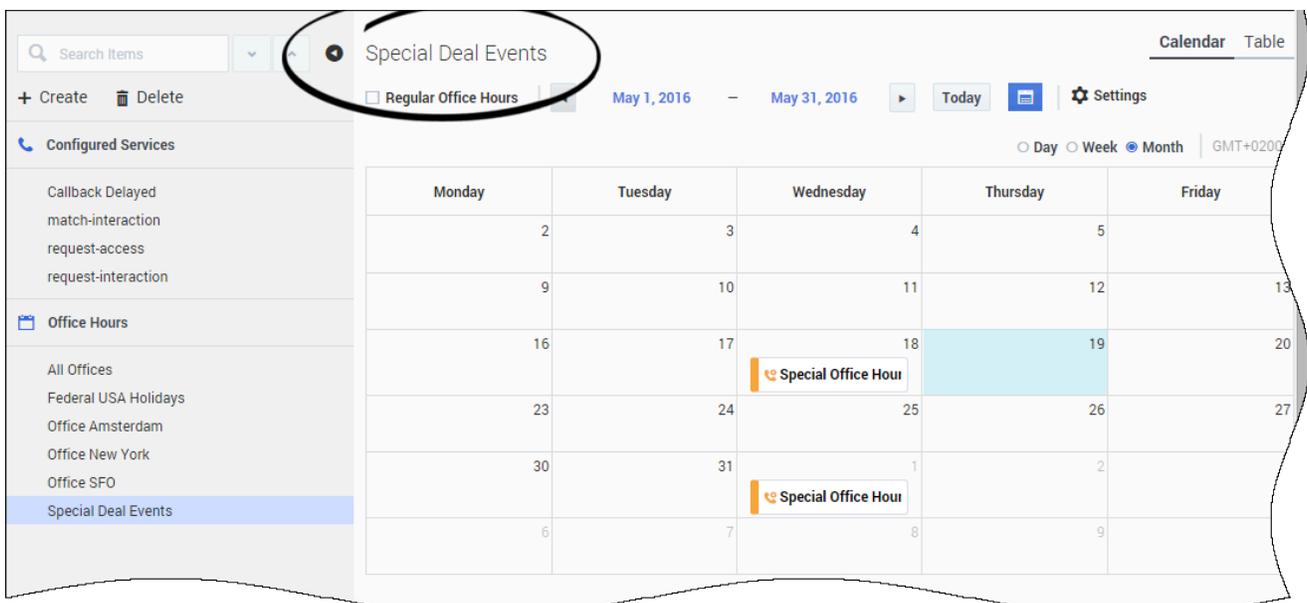
Let's consider that you have several offices in the United States, sharing the same federal holidays and vacations. In that scenario, you can create a dedicated Office Hours called Federal USA Holidays, and then import it in your U.S. offices, instead of manually adding the same holidays to your **Calendar**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





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**

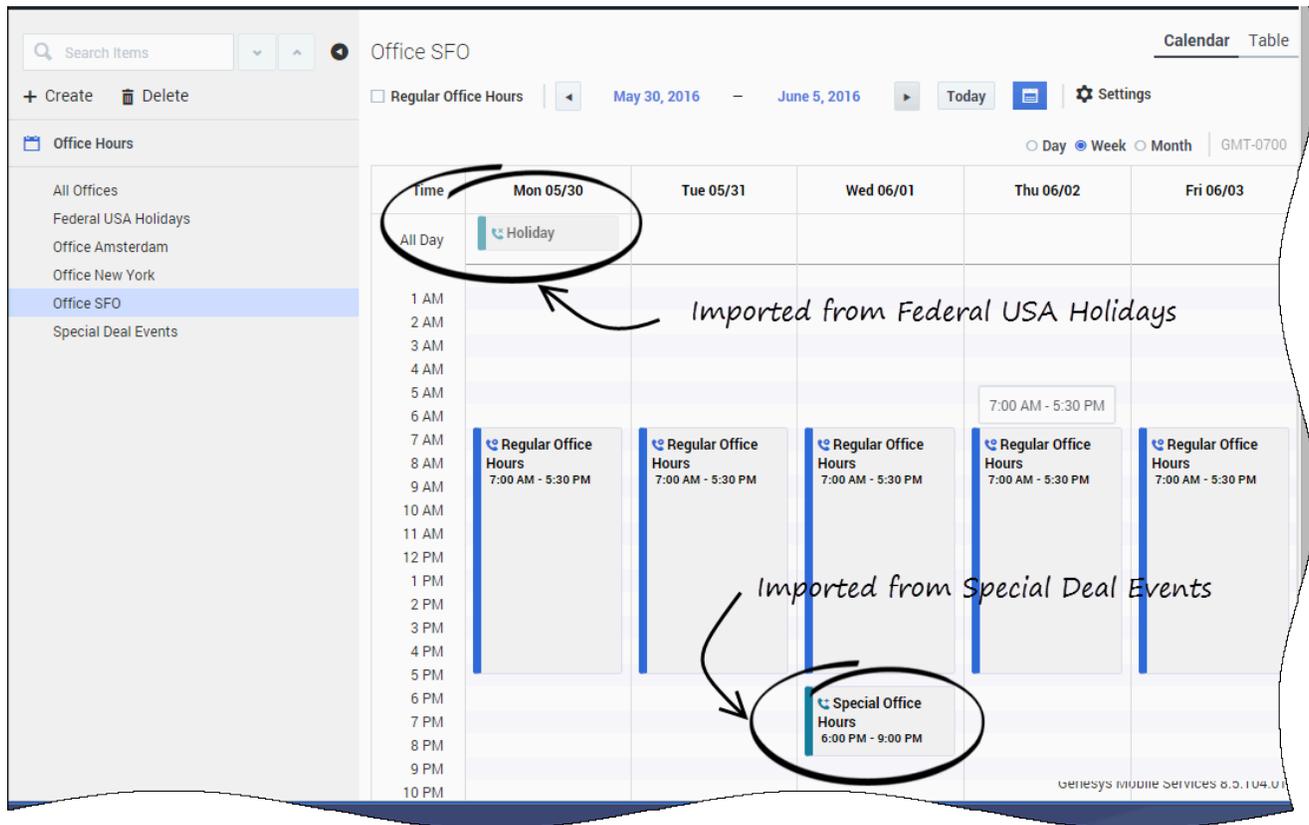
Search Table Select All

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



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

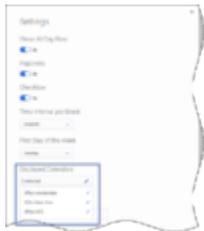
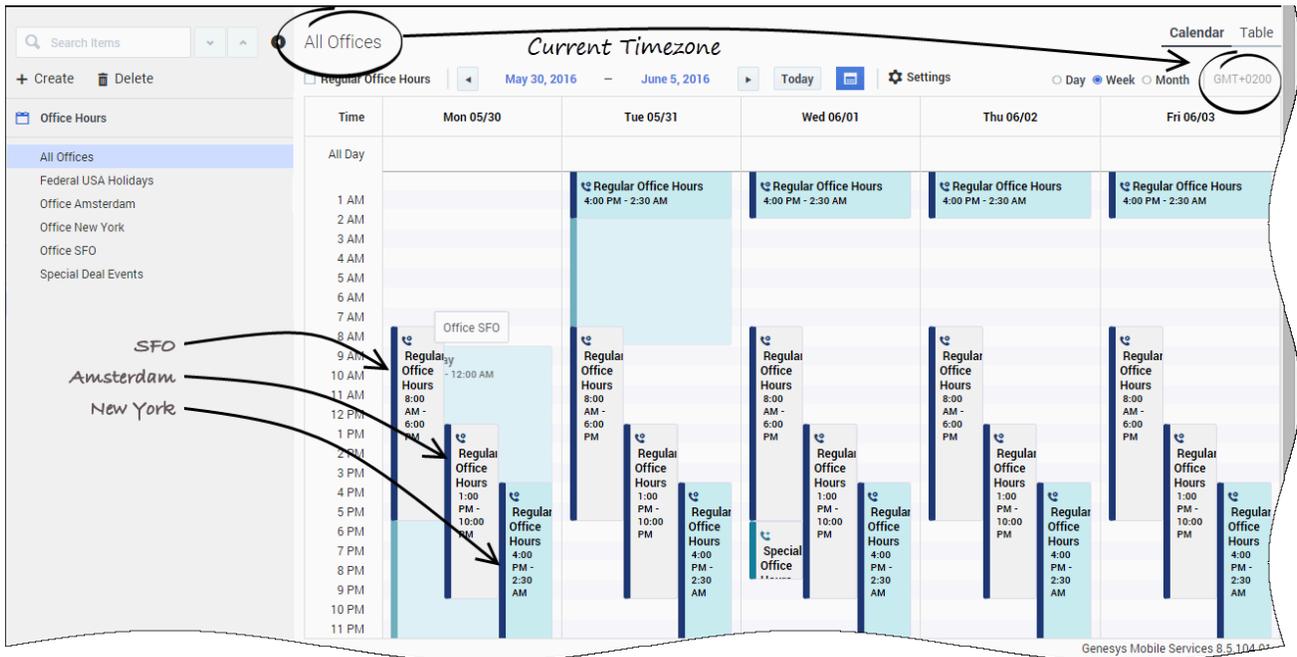
The **Import Schedules** feature helps you to manage teams dispatched in different timezones.

Import Schedules in Office Hours Service

Value	Description
<input type="checkbox"/> Europe/Paris	Timezone matching days of week and time range definition. Defaults to UTC.
^ Holidays (0)	
^ Imported Rule Calendars (0)	
v 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

`_include_schedule<n>`

Section: office-hours

Default Value:

Valid Values: service.<office hours ID>

Changes Take Effect: Immediately

The name of another office-hours service to include in the current service. If you need to combine the schedules of several teams, use this option to 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.

For example, create and configure two office Hours services, one named Office SFO, the other Office Amsterdam. Then create the All Offices service and set `_include_schedule` parameter to combine schedules of both teams. A service referenced in `_include_schedule` parameter can include additional `_include_rule` and `_include_schedule` option(s) and in its configuration.

`_include_rule<n>`

Section: office-hours

Default Value:

Valid Values: service.<national_holidays>

Changes Take Effect: Immediately

ID of another office-hours service. All rules, such as `_bh_regular<n>`, `_bh_add<n>`, `_holiday<n>` from the specified service (and its predecessors) are included into the current service. The timezone specified in the included service is ignored. Instead the timezone specified in the current service, applies to all of the rules configured in the current service.

`_holiday<n>`

Section: office-hours

Default Value:

Valid Values: "YYYY-MM-dd" or "MM-dd"

Changes Take Effect: Immediately

Holidays are specified either by full date (including the year), or only by month and day. In the latter case it is treated as a recurrent event, which is repeated annually. The name of the parameter should be unique within this service (section of options). For example, 2016-07-01 or 07-01.

The parameter name should be unique within this service. For instance, `_holiday1`, `_holiday2`,

and so on.

`_bh_regular<n>`

Section: office-hours

Default Value:

Valid Values: DDD-DDD HH:mm-HH:mm

Changes Take Effect: Immediately

Days and hours of the week where regular office hours apply; for example, Mon-Fri 9:00-17:00. The range of days can overrun the end of the week, for example, you can specify Sat-Mon that includes 3 days: Saturday, Sunday, Monday. The hours are specified in 24-hour format. The range of hours can overrun the end of the day, for example 19:00-7:00 to model the shift that starts at 7 pm and ends at 7 am.

The parameter name should be unique within this service. For instance, `_bh_regular2`, `_bh_regular2`, and so on.

`_bh_add<n>`

Section: office-hours

Default Value: No default value

Valid Values: YYYY-MM-dd HH:mm-HH:mm or MM-dd HH:mm-HH:mm

Changes Take Effect: Immediately

Specifies a special date and time period when the office will be open.

Additional days can be specified by providing either full date (including the year) or only the month and the day. For example, 2014-11-30 10:00-14:00 or 11-30 10:00-14:00

If you do not specify the year, the event is considered as recurrent and will be repeated every year. The name of the parameter should be unique within this service (section of options). For instance, `_bh_add1`, `_bh_add2`, and so on.

`_use_alternative<n>`

Section: office-hours

Default Value:

Valid Values: String

Changes Take Effect: Immediately

A comma-separated list of one or more alternative office-hours services that should be used during specified periods instead of the current (master) office-hours service configuration, for example: office-hours-summer, holidays.

If you add an office-hours service to this list (for instance, office-hours-summer), you must configure its `_effective_dates` parameter. During the effective dates, the master service uses the configuration of the alternative services instead of its own configuration.

If you set more than one service in this option, the (master) office-hours service uses the `_timezone` parameter of this list's first service (office-hours-summer in our example) and will use the "include rule" approach to combine the effective hours.

Important

Not supported by the Service Management UI in 8.5.106.

`_effective_dates<n>`

Section: office-hours

Default Value:

Valid Values: YYYY-MM-dd
or YYYY-MM-dd to YYYY-MM-dd

Changes Take Effect:

Period while the office-hours service applies. If the service has at least one `_effective_dates` parameter configured, then the office is considered closed outside of the configured `_effective_dates<n>` ranges.

Use this parameter to restrict the service to a given period of time (a few weeks or months). For example, 2016-04-01 or 2016-04-01 to 2016-10-31.

This parameter is mandatory if you set the `_use_alternative<n>` parameter.

`_effective_dates<n>` parameters apply to all of the parameters configured in the current office-hours service and in the other included services (for example `_include_rule`, `_include_schedule`, `_use_alternative`) services.

Important

Not supported by the Service Management UI in 8.5.106