Genesys Mobile Services

office-hours Options

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office-hours Options

- _bh_add<n>
- _bh_regular<n>
- _effective_dates<n>
- _holiday<n>
- _include_rule<n>
- _include_schedule<n>
- _timezone
- _use_alternative<n>

_bh_add<n>

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.

_bh_regular<n>

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.

_effective_dates<n>

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

_holiday<n>

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.

_include_rule<n>

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 it's 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.

_include_schedule<n>

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.

_timezone

Default Value: UTC
Valid Values: <Region>/<City>
Changes Take Effect: Immediately

Java timezone of the service. For example, "America/Toronto". See Wikipedia for the list of Java timezones.

_use_alternative<n>

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.