

Schedule

At its heart, the Schedule is a pretty simple thing: Open Hours vs Closed Hours, and your Time Zone. In practice, it can get pretty complicated pretty fast, but it doesn't have to. When setting your schedule, try your best to keep things as simple as possible.

As you can see, it sets rules by:

(sp)(sp)- phone number(All vs Specific)
(sp)(sp)- day of the week
(sp)(sp)- open hours
(sp)(sp)- routing

Adding a New Schedule

When adding a new schedule, feel free to add either all 7 days at once, or the traditional 5, and either delete ones you don't need or customize the 7 further. Of course, you may simply adding each day individually.

note If you close for lunch at noon every day for an hour, but are open before and after lunch, plan have two schedule entries per work day.

Complex Single Number Example While this situation is rare, it is a very structured way to handle a business requiring a proper work day, and night/overnight call responsibility assignment. In this case, we have a 24 hour realtor with a receptionist during the day, and two shifts of after hours call answering delegated to different employees.

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