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Genesys Designer Help

[Business Hours](#)

Business Hours

You can use the Business Hours feature to create various sets of business hours for use in your applications.

You must use a unique name for each set of business hours. You might want to use a combination of company names and departments. For example, you could use CompanySales and CompanyService.

It is also recommended to use tags to help organize your business hours.

Specify open and closed times

Use the check boxes to indicate which days your business is open. Click the **Start Time** and **End Time** values to specify the opening and closing times, or use the **No End Time** or **Open All Day** options.

The screenshot shows the Business Hours management interface. On the left, there is a table with columns for Name, Tags, Last Modified, and Actions. A single entry 'My Business' is listed with a last modified time of 'Today at 11:34 AM'. On the right, a detailed view for 'Business Hours - My Business' is shown as a table with columns for Day, Start Time, End Time, No End Time, and Open All Day. The days are listed from Sunday to Saturday, with checkboxes for each day. The Start Time and End Time columns contain time values, and the No End Time and Open All Day columns contain checkboxes.

Day	Start Time	End Time	No End Time	Open All Day
<input type="checkbox"/> Sunday	-	-		
<input checked="" type="checkbox"/> Monday	Open	Open		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Tuesday	9:00 AM	5:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Wednesday	9:00 AM	5:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Thursday	9:00 AM	5:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Friday	9:00 AM	5:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Saturday	10:00 AM	Open	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Specify alternate business hours

You might want to specify business hours that differ from the normal Special Day hours. To specify alternate business hours for Special Days, select **Follow Overrides Defined Below** and add an override.

Select a Special Day and choose the **Hours of Operation**.

Warning

You must select a Special Day for each exception. Otherwise, the exceptions will not take effect.

Business Hours



Exceptions (or overrides) are enabled by default, but you can uncheck the **Enabled** box to disable them.

If you are using **Callback V2**, you can select an alternate **Time Zone**. (This setting is only used by Callback V2, to provide an exception to the current Designer time zone setting. It doesn't change the time zone settings for any other feature or application.)

Follow Overrides Defined Below

Exceptions

+ Add Exception

	Special Day	Hours of Operation			
<input checked="" type="checkbox"/> Enabled	New Years Day ▾	<input type="radio"/> Open	<input type="radio"/> Closed	Alternate Days ▾	
<input type="checkbox"/> Enabled	Christmas Vacation ▾	<input type="radio"/> Open	<input checked="" type="radio"/> Closed	<input type="radio"/> Partial	

Time Zone - Required only for Callback

(GMT-8:00) America/Ensenada ▾

Once you have set Business Hours, you can use them in your applications by using the **Business Hours** block.