Set Business Hours for Team Performance Reports

Interacting with your customers on social media is a great way to build relationships, address issues quickly, and turn detractors into promoters. If your customer team has set business hours, it is possible to report on your team's responsiveness compared to the hours that they are available within Engage.

For example, your team may only work between 9am and 5pm. If a customer posts (tweets) you at 5:05pm and your team replies the next day at 9:05am, the customer has waited for 16 hours for a response. However, the response time based on your team's set business hours would be 5 minutes.

Note:

We recommend that you set your business hours before generating a Team Performance report as it is not possible to apply business hour settings to a Team Performance report retroactively.

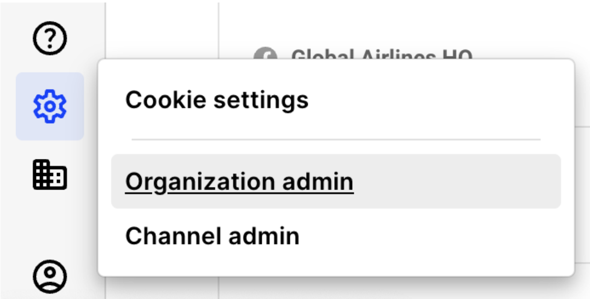
Tip:

If you have team members who work in different time zones, we recommend that you create different teams based on their business hours for the time zone and then set the business hours accordingly for each team.

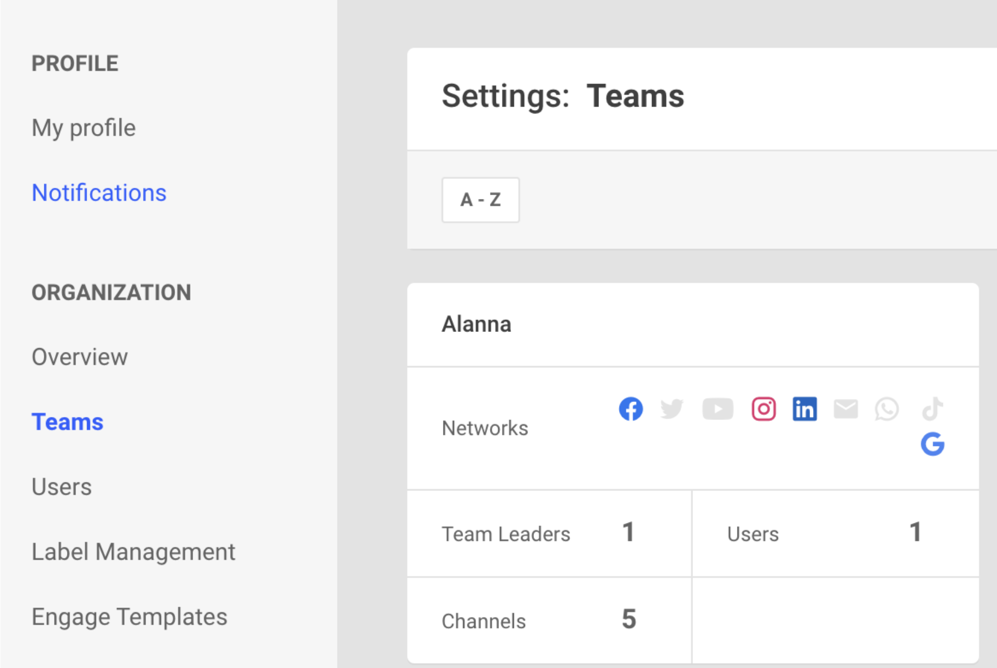
Setting team business hours for Engage

You will set up your team's business hours within Social Media Management's Organization admin settings.

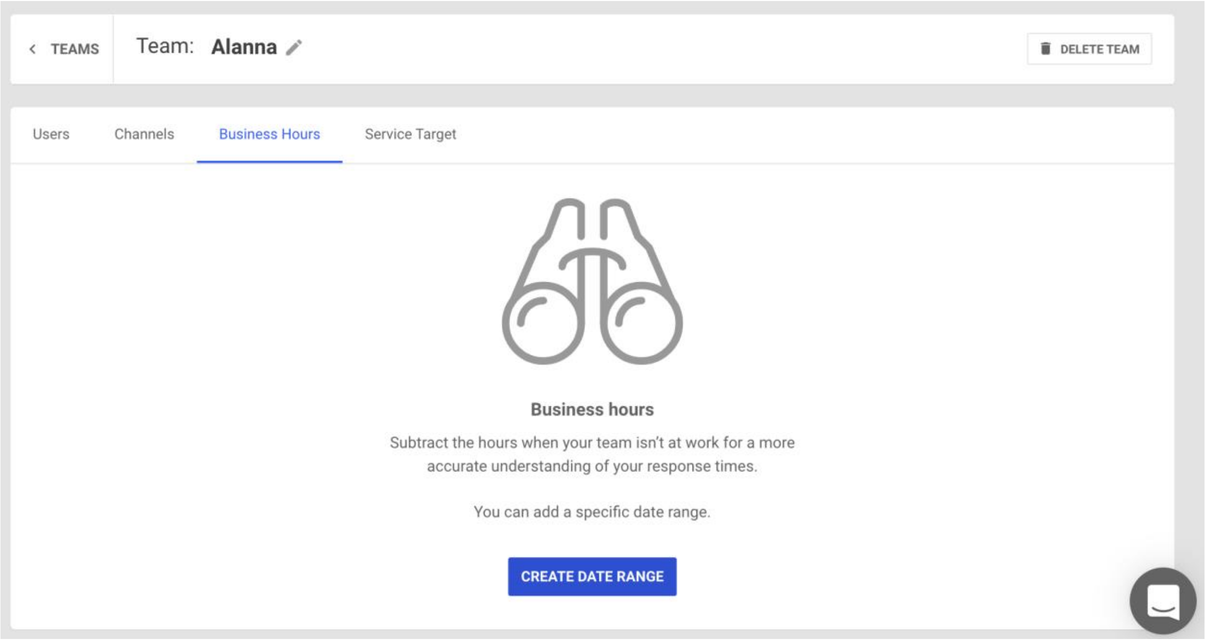
1. In the left-hand navigation sidebar of Social Media Management, click on **Settings (cog icon) > Organization admin**.



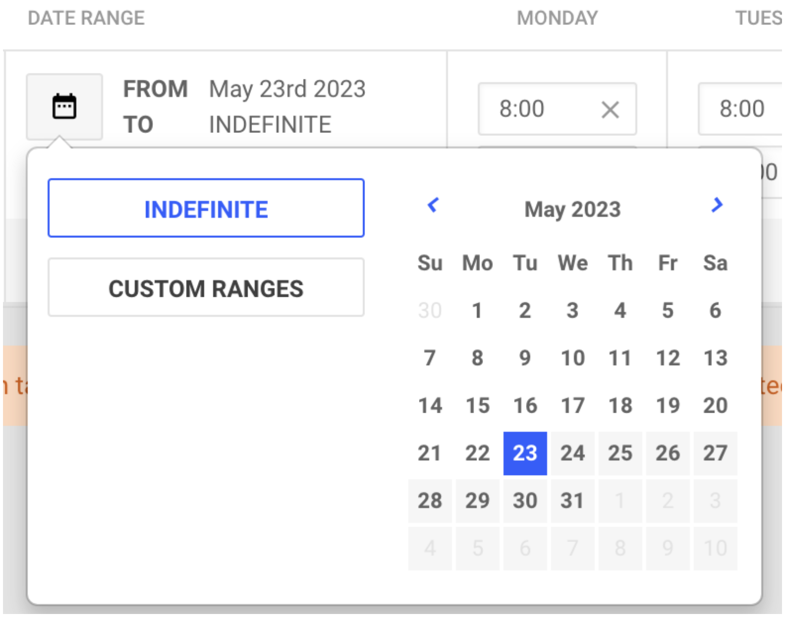
2. Click on **Teams** in the Settings menu, and select a team.



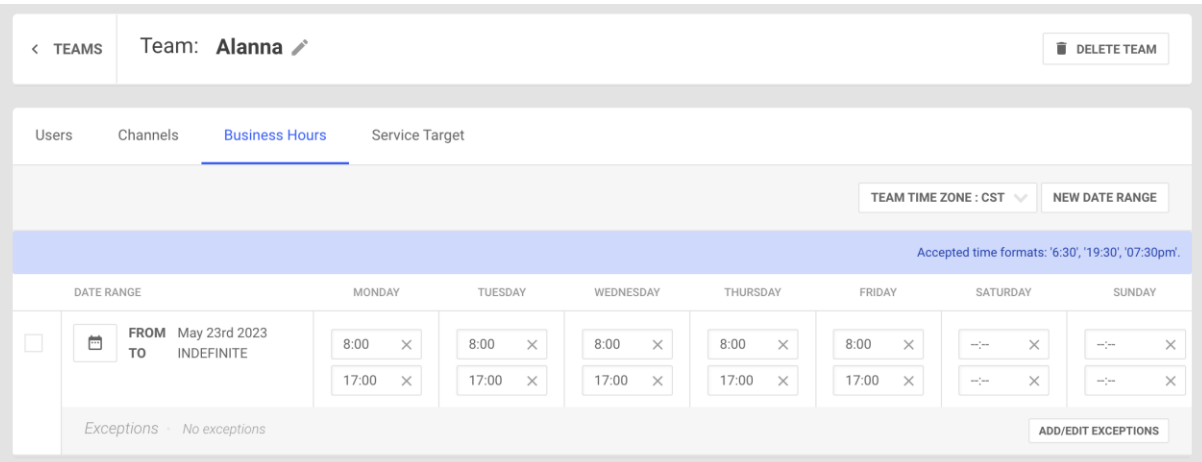
3. Click on the **Business Hours** tab and click **Create Date Range**.



4. Click on the **calendar icon** to set a date range for your team's business hours (e.g. you can select **Indefinite** or a custom date range).



5. Choose the time zone your team operates in, and type in your team's business hours by day.



6. Click **Save** at the bottom of the window.

Note:

After saving, your entered business hours will save in 24-hour clock format by default. It can take up to 24 hours for your saved business hours to be reflected in Team Performance reports.

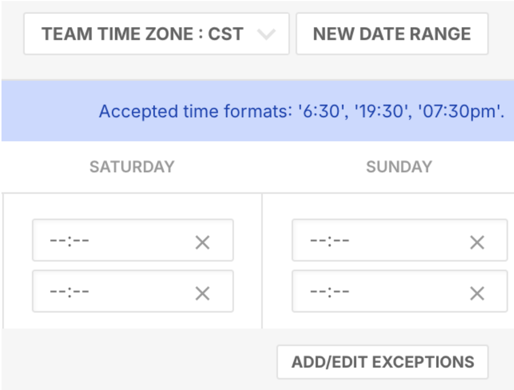
Adding exceptions

You can create two different types of exceptions for your team's business hours: 1. To specify that your business is not operating on a given day (for example, on a holiday), or

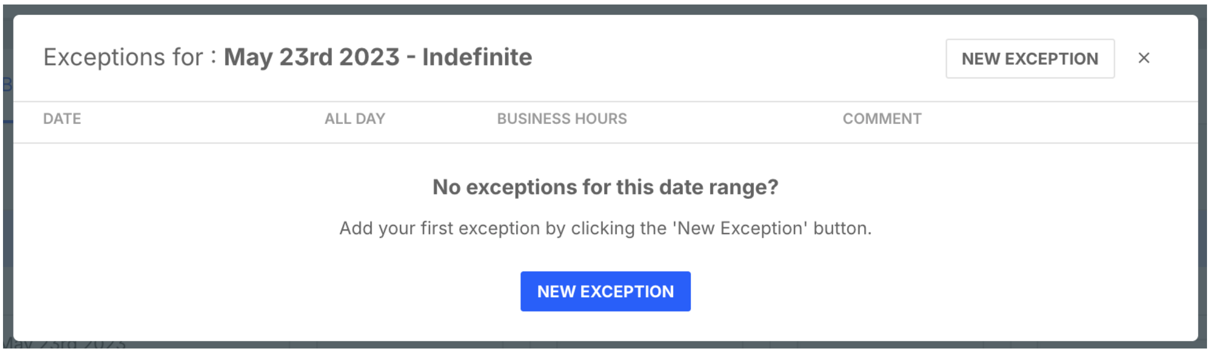
2. To specify different business hours for a given day (for example, reduced or increased operating hours on that day).

If you would like to set a non-operating day, e.g. holiday:

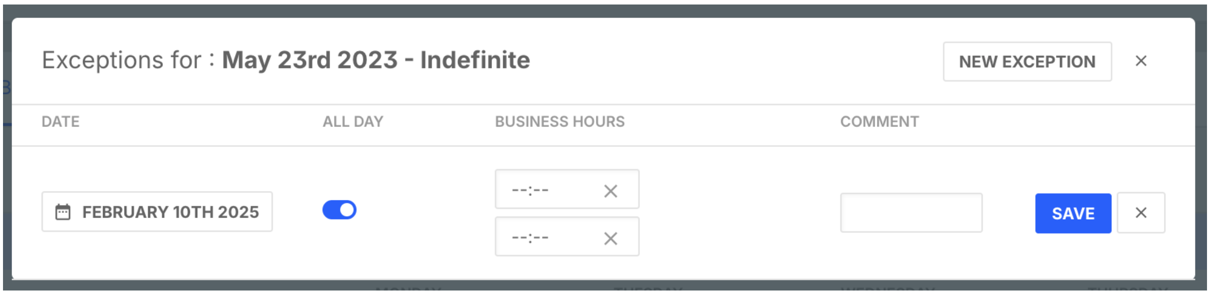
1. Click **Add/Edit Exceptions** in the lower-right corner of your business hours.



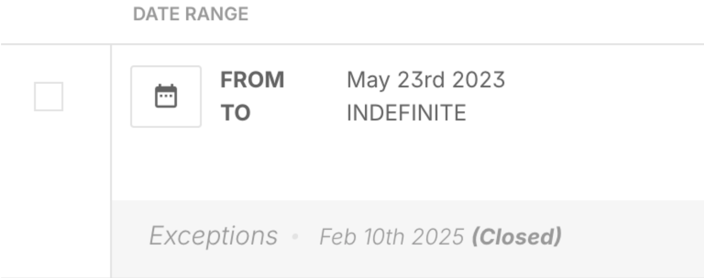
2. Click **New Exception** in the following window.



3. Select the given day and toggle on **All Day**. You do not need to define the business hours in this case. Optionally, you can add a comment about the exception. Click **Save** to save your changes.

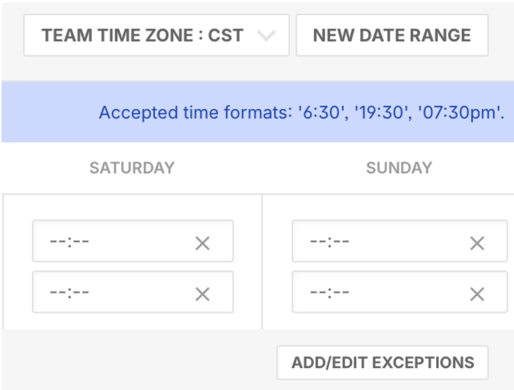


After saving the exception, you'll see that this day is marked as closed in your team's business hours, meaning that your team will not be operating on this day.

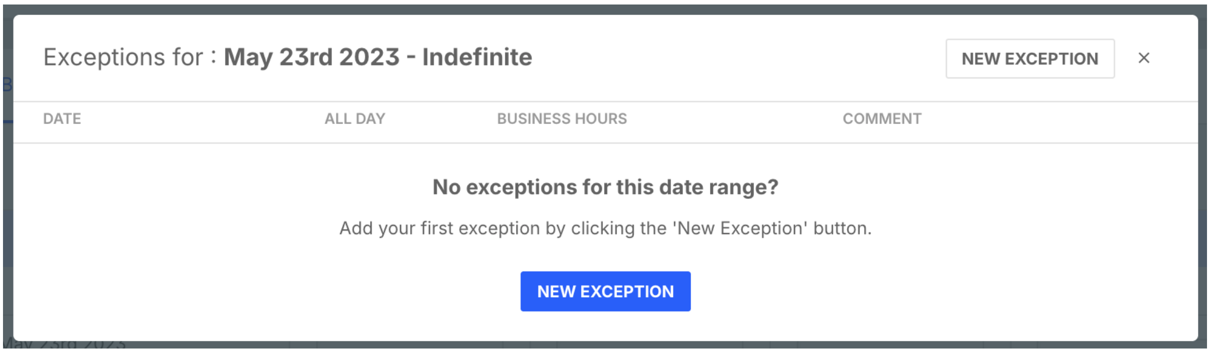


If you would like to adjust business hours on a given day:

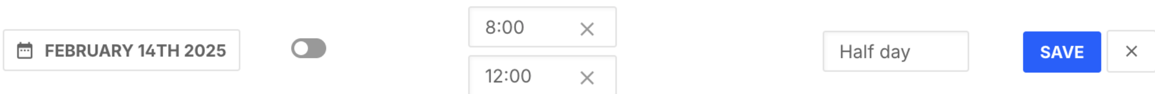
1. Click **Add/Edit Exceptions** the lower-right corner of your business hours.



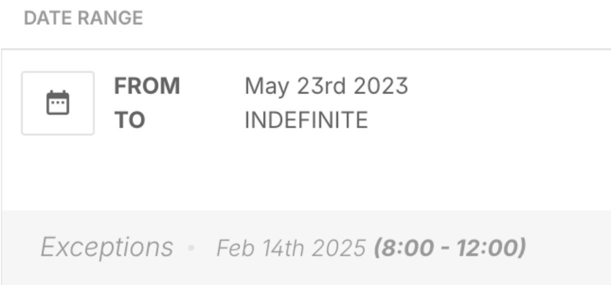
2. Click **New Exception** in the following window.



3. Select the given day and enter the new business hours for that day. This setting will overrule the normal business hour on the given day, so make sure to define the full time range for the operating hours of the day of the exception. Optionally, you can add a comment about the exception. Click **Save** to save your changes.



After saving the exception, you'll see the hours adjusted for that day in your team's business hours.



Viewing team performance by business hours

In your Team Performance reports, you can use the report filters to view your team's performance for the whole day or within your team's business hours. The **Handle time**, **Response time**, and **Review time** metrics will take your team's set business hours into account. See our Team Performance Reports article for full definitions of these metrics.