

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.

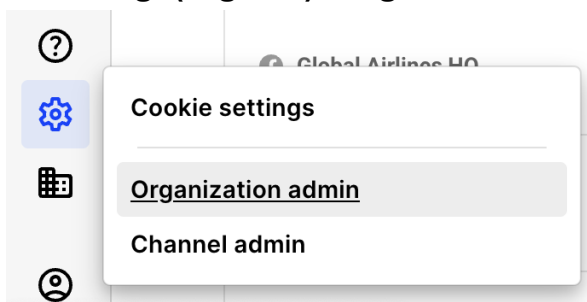
Tip:

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.

The screenshot shows the 'Settings: Teams' interface. On the left is a sidebar menu with sections: PROFILE (My profile, Notifications), ORGANIZATION (Overview, Teams, Users, Label Management, Engage Templates). The 'Teams' section is highlighted. The main content area is titled 'Settings: Teams' and includes a filter 'A - Z'. Below is a card for the team 'Alanna' showing social media links (Facebook, Twitter, YouTube, Instagram, LinkedIn, Email, WhatsApp, TikTok, and a Google icon). A table below the card displays team statistics:

Team Leaders	1	Users	1
Channels	5		

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

The screenshot shows the 'Business Hours' tab for the 'Alanna' team. The top navigation bar includes '< TEAMS', 'Team: Alanna', and a 'DELETE TEAM' button. Below the navigation bar are tabs for 'Users', 'Channels', 'Business Hours' (which is selected), and 'Service Target'. The main content area features a large binoculars icon, the title 'Business hours', and the text: 'Subtract the hours when your team isn't at work for a more accurate understanding of your response times. You can add a specific date range.' At the bottom center is a blue button labeled 'CREATE DATE RANGE'. A chat icon is visible in the bottom right corner.

- 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).

DATE RANGE

MONDAY

TUES

FROM May 23rd 2023

TO INDEFINITE

8:00

8:00

INDEFINITE

CUSTOM RANGES

May 2023

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

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

< TEAMS

Team: **Alanna**

DELETE TEAM

Users Channels **Business Hours** Service Target

TEAM TIME ZONE : CST

NEW DATE RANGE

Accepted time formats: '6:30', '19:30', '07:30pm'.

DATE RANGE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
FROM May 23rd 2023	8:00	8:00	8:00	8:00	8:00	--:--	--:--
TO INDEFINITE	17:00	17:00	17:00	17:00	17:00	--:--	--:--

Exceptions: No exceptions

ADD/EDIT EXCEPTIONS

- 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.

TEAM TIME ZONE : CST ▾ NEW DATE RANGE

Accepted time formats: '6:30', '19:30', '07:30pm'.

SATURDAY SUNDAY

--:-- X --:-- X

--:-- X --:-- X

ADD/EDIT EXCEPTIONS

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

Exceptions for : May 23rd 2023 - Indefinite NEW EXCEPTION X

DATE	ALL DAY	BUSINESS HOURS	COMMENT
No exceptions for this date range?			
Add your first exception by clicking the 'New Exception' button.			

NEW EXCEPTION

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.

Exceptions for : May 23rd 2023 - Indefinite NEW EXCEPTION X

DATE	ALL DAY	BUSINESS HOURS	COMMENT
FEBRUARY 10TH 2025	<input checked="" type="checkbox"/>	--:-- X --:-- X	

SAVE X

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.

DATE RANGE

<input type="checkbox"/>	<div><div></div><div>FROM TO</div></div> <div>May 23rd 2023 INDEFINITE</div>
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Exceptions • Feb 10th 2025 **(Closed)**

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.

TEAM TIME ZONE : CST ▾ NEW DATE RANGE

Accepted time formats: '6:30', '19:30', '07:30pm'.

SATURDAY	SUNDAY
<div>--:-- ×</div>	<div>--:-- ×</div>
<div>--:-- ×</div>	<div>--:-- ×</div>


ADD/EDIT EXCEPTIONS

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

Exceptions for : **May 23rd 2023 - Indefinite** NEW EXCEPTION ×

DATE	ALL DAY	BUSINESS HOURS	COMMENT
<p>No exceptions for this date range?</p> <p>Add your first exception by clicking the 'New Exception' button.</p> <p>NEW EXCEPTION</p>			

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.

 FEBRUARY 14TH 2025

☐

8:00 ×

12:00 ×

Half day

SAVE ×

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

DATE RANGE



FROM
TO

May 23rd 2023
INDEFINITE

Exceptions • Feb 14th 2025 (8:00 - 12:00)

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.