Support center details | Set hours of operation

Introduction

Prerequisite: Log in to your admin account in CCAIP.

Scenario: In this exercise, you log into Google's CCAI Platform as an admin. Once logged in, you will set the hours of operation.

Note: The general operation hours setting will be used as the default setting. If the hours for a particular entry point or queue are different, create new custom operation hours, as shown below.

Directions:

1. Navigate to **Settings > Support Center Details**.
2. Select **Edit** (pencil icon) to edit the general hours.
3. Choose the correct **Time Zone**. Time zone is used for operation hours and deflection settings.

4. Select your support center **Days and Hours of Operation**.

a. **24 hour operation**: This selection is for operations that are always open. *Since the operation is always open, no daily hour settings will be shown.*

b. **Weekdays/Weekends**: This selection should be used for operations where the weekday hours stay the same all week and differ for weekend days. One time of day setting for weekdays and one time of day setting for weekend days will be available for configuration.

c. **S / M / T / W / T / F / S:** This selection should be used if you have different hours on various days of the week.
Note: Incoming calls/chats outside of these hours will deflect depending on your settings. See the deflection section call and/or chat settings.

d. *Note: If not using a 24-hour operation, input the hours for each day.*

5. Mark off the holidays when your support center is closed. On selected holidays your after hour deflection settings will be used. For

other holidays not listed, see [Setting Holiday Hours and Call Forwarding](#) for more information.

6. Click **Apply** to save.