

Opening Times

For your organisation, for example a call center, you can setup opening times which can be used to influence the routing of the system. You can, for example, use different opening times per location or for different themes or hotlines. Maybe your support center is opened at different times to the order hotline.

Choose **System Settings - Opening Times** in the main menu, to view the table of sets of opening times.

Use **New** in the toolbar to create a new opening times set. Provide the following information:

Name	The name of the opening times set
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In the table column **Action** you can use **Edit** to change the data. On the tab **Entries** you can then see the existing entries. Use **New** in the toolbar to add entries to the list. Entries can be changed by selecting **Edit** in the **Action** column. Use the tab **Master Data** to change the master data for the list.