

Create a new Work Schedule

To create a new work schedule do the following

1. Login with your Administrator or Staff Account credentials.

- 1.1.Note: If you are unable to access this settings page or make any changes, you may not have the access privileges to do so. Please check with your Account Administrator.

2. Navigate to the Manage >> Smart Rule or SLA page.

3. Click on Manage Work Schedules.

4. Click on Add New Work Schedule.

Name
Testing

Description
Testing

Time Zone
GMT -08:00

Working Hours

| | | | | |
|-------------------------------------|------------------|---------------------|----|---------------------|
| <input checked="" type="checkbox"/> | Monday | 09 hours 00 minutes | To | 17 hours 00 minutes |
| <input checked="" type="checkbox"/> | Tuesday | 09 hours 00 minutes | To | 17 hours 00 minutes |
| <input checked="" type="checkbox"/> | Wednesday | 09 hours 00 minutes | To | 17 hours 00 minutes |
| <input checked="" type="checkbox"/> | Thursday | 09 hours 00 minutes | To | 17 hours 00 minutes |
| <input checked="" type="checkbox"/> | Friday | 09 hours 00 minutes | To | 17 hours 00 minutes |
| <input type="checkbox"/> | Saturday | 09 hours 00 minutes | To | 17 hours 00 minutes |
| <input type="checkbox"/> | Sunday | 09 hours 00 minutes | To | 17 hours 00 minutes |

Holiday List [Add Holiday](#)

| Date | Holiday Name | |
|-------------|--------------|---|
| 25 Dec 2013 | Christmas | - |
| 01 Jan 2014 | New Year | - |

Save Settings **Cancel**

4.1. Provide a name for your new work schedule.

4.2. Provide a description for the work schedule, for internal referencing purposes.

4.3. Select the relevant zone.

4.4. Select the working days and the working hours for each day.

4.5. Add holidays (where applicable) by clicking on Add Holiday.

4.5.1. Select the holiday date and enter the holiday name.

4.5.2. Click on Add.

4.6. Click on Save Settings to confirm the work schedule addition.

Edit a Work Schedule

1. Login with your Administrator or Staff Account credentials.

1.1. Note: If you are unable to access this settings page or make any changes, you may not have the access privileges to do so. Please check with your Account Administrator.

2. Navigate to the Manage >> Smart Rule or SLA page.

3. Click on Manage Work Schedules.

4. Hover over the work schedule you wish to edit and click on Edit.

4.1. Make the necessary changes to the work schedule settings

5. Click on Save Settings to confirm the change.

Delete a Work Schedule

1. Login with your Administrator or Staff Account credentials.

- 1.1. Note: If you are unable to access this settings page or make any changes, you may not have the access privileges to do so. Please check with your Account Administrator.

2. Navigate to the Manage >> Smart Rule or SLA page.

3. Click on Manage Work Schedules.

4. Hover over the work schedule you wish to delete and click on Delete.

5. Click on Confirm Delete to confirm the work schedule deletion.