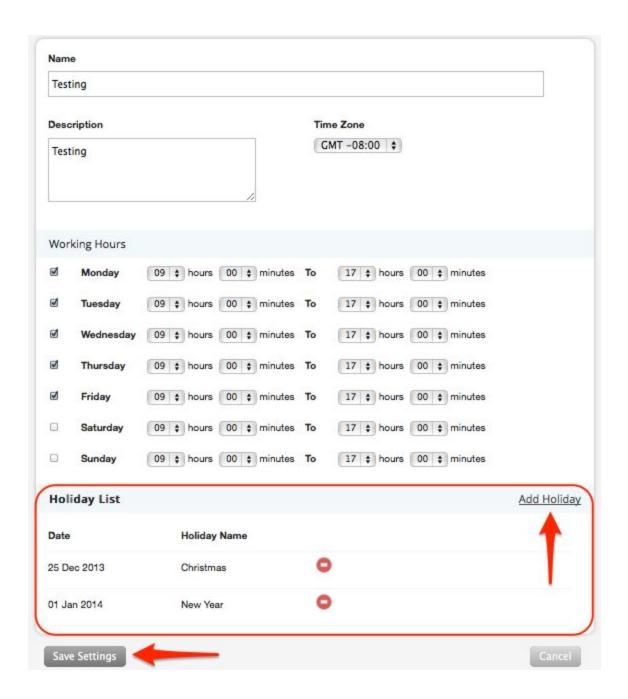
## Create a new Work Schedule

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.



- 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.