

# Configure the Fallback On-call Schedule - Admin Panel

**Purpose:** Set a default contact who receives alerts when no other schedule matches.

## How it works

If a call arrives and there is no matching on-call entry for that time and call type, Phone Copilot sends the alert to the contact defined in the Fallback Schedule.

## Steps

1. Open **Default Schedules**.
2. In **Fallback Schedule**, select **edit** if present, or **Add** to create one.
3. Set a broad **From Date Time** and **To Date Time** period that covers your operating horizon.
4. Select **Send Alert To** contact.
5. Choose the **Alert Preferences** to define the alert protocol.
6. Select **Save Schedule**.

## Tips and good practices

- Keep the Fallback window long and continuous.
- Use an on-call distribution or a responsible lead as the fallback contact.
- Review Alert Preferences so the fallback person cannot miss an urgent call.

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