

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.

Revision #1

Created 18 September 2025 18:53:42 by Admin

Updated 18 September 2025 18:53:54 by Admin