

Manage Holidays and Unplanned Off-Hours - Admin Panel

Purpose: Use this page to tell Phone Copilot when your front office is closed. During these times the AI Phone Copilot switches to after-hours mode.

Access

1. Open **Admin**.
2. Select **Holiday/Off-Hour Schedule**.
3. If you manage more than one organization, choose the correct organization from the selector at the top.

What you can do here

- View all existing holiday and off-hour entries.
- Add a new one-time or multi-hour closure.
- Edit an entry.
- Delete an entry.

Add a new holiday or off-hour entry

1. Select **Add New**.
2. Enter a clear **Name**. Example: Christmas, Office Training, Power Outage.
3. Set **From Date Time** and **To Date Time** for the closure window.
4. Save.

Result: The entry appears in the table and the copilot treats that window as after-hours.

Mark unexpected off-hours

Use the same **Add New** flow:

- Name it something like **Unplanned Off-Hours** or **Team Training**.
- Set the exact start and end time for the short closure.

- Save.

Edit an entry

1. Find the entry in the table.
2. Select the **Edit** icon.
3. Update the name or the time window.
4. Save.

Delete an entry

1. Find the entry in the table.
2. Select the **Delete** icon.
3. Confirm the deletion.

How the schedule works

- Each row defines a closed window. While the window is active, Phone Copilot runs in after-hours mode.
- You can have multiple entries on the same day. The copilot treats any time covered by any entry as closed.

Troubleshooting

- If an entry does not seem to apply, check that the start time is before the end time and that the dates are correct.
- If after-hours triggers too early or too late, check your organization time zone in your settings.

Tips and good practices

- Keep names short and clear so your team understands each entry.
- Use separate entries for different reasons to make audit easier.
- Avoid overlapping time windows unless you truly need them.
- Review the list monthly so the schedule stays up to date.
- For one-off short closures, create a clearly labeled custom entry and remove it after it passes.

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