On-Call Scheduling Overview - Admin Panel

Purpose

Explain how Phone Copilot routes after-hours calls to the right person using on-call schedules.

What the feature does

- Lets you assign on-call coverage by date and time.
- Supports a calendar view and a table view of all entries.
- Uses Default Schedules to handle missing coverage through a Fallback Schedule.
- Supports Recurring Schedules for repeating patterns.
- Applies Alert Preferences and Call Types to control who gets alerted and how.

Key areas on the page

- **Default Schedules** section with Fallback and Recurring.
- **Add Schedule** button to create one-time entries.
- **Calendar view** with hover details and double-click to edit.
- **Table view** with columns such as From Date Time, To Date Time, Name, Phone, Tags, Alert Preference.
- **Upload and Download** icons to manage schedules with Excel.

Tips and good practices

- Keep at least one Fallback Schedule active for safety.
- Use Recurring Schedules for stable patterns like weekends and weekdays.
- Review coverage in Calendar view to spot gaps.
- Use Table view to filter and bulk check details.

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