SimboVara Workflow Customization: Add Office Hours Details - Admin Panel

Purpose

Allow Copilot to answer “when are you open” accurately and to control transfer behavior within office hours.

What to include

- Normal hours
- Per-location hours if they differ
- Department exceptions or special rules
- Any instructions for the caller

Steps

1. In **Office Hours Details**, write hours in plain English.
2. Example content:
   - We are open from 8:00 am to 5:00 pm Monday through Friday.
   - Add any exceptions such as half-days, lunch breaks or department variations.
3. Click **Save**.

Tips and Good practices

- Use one line per rule for readability.
- Update before holidays.
- Match these hours to the Front Desk transfer expectations.

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