



# **TIME FRAMES**

## **GUIDE**

Business hours, holidays, and scheduling for call routing

## SIMPLEFIBER TIME FRAMES GUIDE

This guide will give you quick rundown of the different time frame types and their options.

1. Always: this is always/all the time; used as a catch-all or for manual control to enable or disable.
2. Days of the Week: this is a weekly schedule for days of the week and optional start/end times of the day. There is also a hidden "copy all" button that appears when you hover over to the right of the green + button. Its function is to copy one day's values to all of the other days of the week to save time selecting the same times again and again. You can then select to recur every week or setup custom start/end times and how often it recurs.

### Add a Time Frame

Type

Create a weekly schedule with optional start and end dates.

Days of the week

<input type="checkbox"/>	Sunday			
<input checked="" type="checkbox"/>	Monday	8:00 am	to	5:00 pm <input type="button" value="+"/>
<input checked="" type="checkbox"/>	Tuesday	8:00 am	to	5:00 pm <input type="button" value="+"/>
<input checked="" type="checkbox"/>	Wednesday	8:00 am	to	5:00 pm <input type="button" value="+"/>
<input checked="" type="checkbox"/>	Thursday	8:00 am	to	5:00 pm <input type="button" value="+"/>
<input checked="" type="checkbox"/>	Friday	8:00 am	to	5:00 pm <input type="button" value="+"/>
<input type="checkbox"/>	Saturday			

Recurrence

- Every week
- Custom

Starts

Recur Every

Schedules are applied to the next full week a recurring date lands on.

Ends

3. Specific Dates: these are exact dates and times, with the option to create multiple specific dates; click on the red + button to add a date and then depending on the date/s entered will get different recurrence options including custom that you can set how often to recur and when to end.

### Add a Time Frame

×

Type **Specific Dates**

Add specific dates with optional recurrence.

Specific dates

mm/dd/yyyy	hh:mm am	to	mm/dd/yyyy	hh:mm am	+
08/29/2024	12:00 am	to	08/30/2024	11:59 pm	✗

Recurrence

- ✓ Does not recur
- Every month on the last Thursday
- Every month on day 29
- Every year on August 29
- Every year on the last Thursday of August
- Custom

Cancel

Back

Save

4. Holidays: select from a list of local and international holidays with an optional choice to recur or not.

### Add a Time Frame

×

Type **Holidays** **Observed Holidays**

Choose from a selection of local and international holidays.

Holidays

United States ▾ All ▾

🔍 Search holidays

No holidays added yet

Time

12:00 am	to	11:59 pm	+
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Recurrence

- ✓ Does not recur
- Yearly on selected holiday

Cancel

Back

Next

You can then select your normal work days and how to handle based on the day it falls on.

### Add a Time Frame ✕

Type **Holidays** Observed Holidays

Set observation rules for when holidays occur on certain days

Workweek ⓘ **Su** **M** **T** **W** **Th** **F** **Sa**

If holiday is on ⓘ

Sun	Observe on next workday	▼
Mon	Observe on holiday only	▼
Tue	Observe on holiday only	▼
Wed	Observe on holiday only	▼
Thu	Observe on holiday only	▼
Fri	Observe on holiday only	▼
Sat	Observe on holiday only	▼

- Observe on holiday only
- ✓ Observe on prior workday
- Observe on holiday and prior workday
- Observe on next workday
- Observe holiday and next workday

Cancel Back Save

5. Custom: This selection can combine days of the week, specific dates, and holidays all together to suit any time frame need. Each new date entry will display in its own row, even if multiple dates were added at the same time.

← Back
Add ⓘ

Days of the Week ( 1 )			
Days	Recurrence	Next on	
Sun Mon Tue Wed Thu Fri Sat	Every Week	Every Week	🗑️

Specific Dates ( 1 )			
Start	End	Recurrence	Next on
08/29/2024 12:00 am	08/29/2024 11:59 pm	Does not recur	Thu, 08/29/2024 🗑️

Holidays ( 7 )				
Holiday	Time	Observed Holidays	Recurrence	Next on
New Year's Day	12:00 am to 11:59 pm	<a href="#">View Rules</a>	Every year	Wed, 01/01/2025 🗑️
Independence Day	12:00 am to 11:59 pm	<a href="#">View Rules</a>	Every year	Fri, 07/04/2025 🗑️
Thanksgiving Day	12:00 am to 11:59 pm	<a href="#">View Rules</a>	Every year	Thu, 11/28/2024 🗑️
Christmas Day	12:00 am to 11:59 pm	<a href="#">View Rules</a>	Every year	Wed, 12/25/2024 🗑️
Christmas Eve	12:00 am to 11:59 pm	<a href="#">View Rules</a>	Every year	Tue, 12/24/2024 🗑️
Memorial Day	12:00 am to 11:59 pm	<a href="#">View Rules</a>	Every year	Mon, 05/26/2025 🗑️
Labor Day	12:00 am to 11:59 pm	<a href="#">View Rules</a>	Every year	Mon, 09/02/2024 🗑️