GENESYS™

Designer User's Guide

Business Hours Block

6/4/2026

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Use the Business Hours block to inform customers that your business is closed.

Related documentation:
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You can use the **Business Hours** block in the **Initialize**, **Self Service**, or **Assisted Service** phase to inform customers that your business is closed. You can also choose to end the interaction at this point.

> Tip
>
> The hours that you define in the **Business Hours** block are based on the application's time zone setting. To set the application time zone, select the **Initialize** phase and open the **System Variables** tab. Click the drop-down menu in the **Timezone** row and select a value. You can override the default time zone setting by selecting a variable in the **Set Timezone** section of the **Business Hours** tab.

Business Hours tab

To set your business hours, select each **Day** you are open and specify the **Start Time** and **End Time** for each day.

Open All Day

Select if your business is open for that entire day.

No End Time

Select if there is no set end time for the given day (this option only appears if the business is not closed for that day and the **Open All Day** option is not enabled).

Terminate the call if it is outside Business Hours

Select to end calls that come in outside of business hours.

Use Business Hours defined in Business Controls

If you prefer to use a specific shared business hours resource that you've defined on the Business Controls page, enable this option and select it from the list of defined business hours resources.

Alternatively, you can specify a variable to be used dynamically while the application runs. Select **Variable?** to specify a user-defined variable that holds the name of a Business Hours resource. If this resource will be read from a data table, you must also select **From Data Table?** to indicate that the variable holds the result of a data table lookup. Otherwise, the result will not be evaluated correctly.

Important

- If the Business Hours are being determined dynamically at runtime, you can't mix user-defined variables (for example, `varDepartmentName + "_PrimaryHours"`) with variables retrieved from data table lookups. Make sure you check the appropriate box to indicate the type of variable being used.

- No matter which method you use, the name stored in the variable must match one of the Business Hour objects you created on the Business Controls page.

Timezone Override

Select a variable that will override the time zone setting for the application.

Example 1

Properties - Check Business Hours

This block check the current time to see if it lies within closed hours. Closed hours are defined in this block itself. Messages can be setup to play if the caller encounters closed hours.

🕐 **Business Hours**　　·)) Closed Messages　　💾 Results

☑ Terminate the call if it is outside Business Hours.

☐ Use Business Hours defined in Business Controls

Day	Start Time	End Time	No End Time	Open All Day
☐ Sunday	-	-		
☑ Monday	9:00 AM	5:00 PM	☐	☐
☑ Tuesday	9:00 AM	5:00 PM	☐	☐
☑ Wednesday	Open	Open		☑
☑ Thursday	9:00 AM	Open	☑	☐
☑ Friday	9:00 AM	5:00 PM	☐	☐
☐ Saturday	-	-		

Timezone Override

-- choose variable -- ▼

If specified, business hours will be calculated using this timezone value, instead of the Application Timezone.

Example 2

Properties - Check Business Hours

This block check the current time to see if it lies within closed hours. Closed hours are defined in this block itself. Messages can be setup to play if the caller encounters closed hours.

🕐 **Business Hours**   ⵷) Closed Messages   💾 Results

☐ Terminate the call if it is outside Business Hours.

☑ Use Business Hours defined in Business Controls

varReqBusHrs ▼   ☑ Variable? ☐ From Data Table?

The variable must contain the name of one of the Business Hours defined in Business Controls.

Timezone Override

-- choose variable -- ▼

If specified, business hours will be calculated using this timezone value, instead of the Application Timezone.

Closed Messages tab

In the **Closed Messages** tab, you can select the messages to play or send to customers when your business is closed. If your application is a Default application type, you can specify the prompts to play for voice or chat customers. For Digital application types, you can select an acknowledgement message from the Digital Resources Collection that will be emailed to customers.

Deselect the **Always play prompt and disable buffering** checkbox if you do not require DTMF buffering for downstream inputs in the Designer application. This checkbox is selected by default for backwards compatibility. Note that prompts are flushed only when it is outside business hours or is a special day AND prompts are to be played AND the **Always play prompt and disable buffering** checkbox is selected.

> **Tip**
>
> See the Play Message block page for information on how to use prompts.

Properties - Business Hours

This block check the current time to see if it lies within closed hours. Messages can be setup to play if the caller encounters closed hours.

◷ Business Hours   ⸰)) **Closed Messages**   ▤ Message Settings   ▤ Results

Specify prompts to play when a call is received outside of business hours

☑ Always play prompt and disable buffering ❔

＋ Add Prompt

Type	Var?	Value		Play as	Actions
Announcement ⌄	☐	Business Closed ✎ Audio length (millisecs): -- choose variable -- ⌄ Time offset (millisecs): -- choose variable -- ⌄		audio ⌄	↑ ↓ 🗑

Results tab

You can assign a variable to the **Set the result of Block operation status in this variable** property to store the result of the block operation check. If specified, the variable is assigned the Boolean value of **true** or **false**, to indicate if the block operation completed without errors.

You can assign a variable to the **Store the result of Business hours check in this variable** property if you need to use the result of the check later in application. If specified, the variable is assigned the Boolean value of **true** or **false**.

You can assign a variable to the **Store the number of minutes before the business is opened** to track how long until the business is open, if it is currently closed. If the business is open, this variable is set to 0. The maximum value returned is the number of minutes until the end of week (Sunday to Saturday). (This feature is supported only for Business Hours defined in Business Controls.)

You can assign a variable to the **Store the number of minutes before the business is closed** to track how long until the business is closed, if it is currently open. If the business is closed, this variable is set to 0. (This feature is supported only for Business Hours defined in Business Controls.)

You can assign a variable to the **Store the business hours schedule in this variable** property if you need to read the business hours schedule later in the application. If specified, the variable is assigned a JSON object. The JSON object structure is:

```
{
    "days": [
        {"name": "Sunday","closed": true,"range": [{"starttime": "","endtime": ""}]},
        {"name": "Monday","closed": false,"range": [{"starttime": "1000","endtime": "1800"}]},
        {"name": "Tuesday","closed": false,"range": [{"starttime": "1000","endtime":
"1800"}]},
        {"name": "Wednesday","closed": false,"range": [{"starttime": "1000","endtime":
"1800"}]},
        {"name": "Thursday","closed": false,"range": [{"starttime": "1000","endtime":
"1800"}]},
        {"name": "Friday","closed": false,"range": [{"starttime": "1000","endtime": "1800"}]},
```

```
        {"name": "Saturday","closed": false,"range": [{"starttime": "1100","endtime":
"1700"}]}
    ]
}
```

This JSON object can be used in expressions for the **Assign Variables** block and prompt values for the **Play Message** block.

Using Business Hour Values in Prompts

You can also use the **Business Hours** block to announce business hours in prompts. For example, you could use an Assign Variables block to assign the following variables:

Properties - Assign Variables

This block can assign values of expressions to variables. Define a variable in the Initialize phase or block and select it in this block to assign it values or results of ECMAScript expressions. You can also call ECMAScript utility functions, such as sorting an array, and provide an input to be run through the function.

↻ **Assignments**   ↑↓ **Sort Function**   ☰ **Advanced Scripting**

String values must be surrounded by single quotes.

+ Add Assignment

Variable		Expression	Delete
var_starttime	▼	var03.days[3].range[0].starttime	🗑
var_endtime	▼	var03.days[3].range[0].endtime	🗑
var_day	▼	var03.days[3].name	🗑

Then, set up the prompt to announce the **End Time** value for Wednesday:

- In the Play Message block, click **Add Prompt**.
- Choose **TTS** as the **Type**.
- Enable the **Var?** checkbox, and select **var_endtime** as the **Value**.

Properties - Play Message

This block is used to play audio messages. These messages can be TTS (Text to Speech), Audio Files (previously uploaded in Audio Resources page, or variables played as TTS.

Specify prompts to be played

☑ Disable barge-in ❓

☑ Always play prompt and disable buffering ❓

+ Add Prompt

Type	Var?	Value	Play as	Actions
TTS	☐	Sorry, our business hours are from	text	↑ ↓ 🗑
TTS	☑	var_day	text	↑ ↓ 🗑
TTS	☑	var_starttime	text	↑ ↓ 🗑
TTS	☐	to	text	↑ ↓ 🗑
TTS	☑	var_day	text	↑ ↓ 🗑
TTS	☑	var_endtime	text	↑ ↓ 🗑

Important

The days[n] range is from from 0 to 6, with 0 representing Sunday and 6 representing Saturday.

Scenarios

If you want to:

Specify that the business is closed after 4 PM on Thursdays

- Set the **End Time** value on Thursday to 4:00 PM

Play a message if a customer calls after business hours, and then end the call

- On the **Business Hours** tab, enable the **Terminate the call if it is outside Business Hours** checkbox.

- On the **Closed Messages** tab, create a prompt.

Specify business hours for a different timezone than the one the application is running in

- In the **Intialize** phase, assign a value to the **timezone** variable (remember that string values must be surrounded by single quotes — for example, 'UTC').
- On the **Business Hours** tab, select the **timezone** variable from the **Set Timezone** section.

Specify business hours where the **Start Time** is later than the **End Time**

If you try to specify these types of business hours in the usual way, Designer displays an error ("Start time should be earlier than end time"). We'll use a business that is open from 6:00 PM to 9:00 AM as an example of how you can set this up.

- Create two sets of business hours. For the first set of business hours (primary), set the **Start Time** as 6:00 PM for the days you are open (e.g. Monday to Friday). For each open day, select the **No End Time** check box, as we've done here for our primary business hours called JC_BH_1:

🕐 Business Hours - JC_BH_1

Day	Start Time	End Time	No End Time	Open All Day
☐ Sunday	-	-		
☑ Monday	6:00 AM	Open	☑	☐
☑ Tuesday	6:00 AM	Open	☑	☐
☑ Wednesday	6:00 AM	Open	☑	☐
☑ Thursday	6:00 AM	Open	☑	☐
☑ Friday	6:00 AM	Open	☑	☐
☐ Saturday	-	-		

- For the secondary set, specify 12:00 AM as the **Start Time** and 9:00 AM as the **End Time** for Tuesday through Saturday, as we've done here for our secondary set of business hours called JC_BH_2:

Business Hours - JC_BH_2

Day	Start Time	End Time	No End Time	Open All Day
☐ Sunday	-	-		
☐ Monday	-	-		
☑ Tuesday	12:00 AM	9:00 AM	☐	☐
☑ Wednesday	12:00 AM	9:00 AM	☐	☐
☑ Thursday	12:00 AM	9:00 AM	☐	☐
☑ Friday	12:00 AM	9:00 AM	☐	☐
☑ Saturday	12:00 AM	9:00 AM	☐	☐

- Set up your application to first check the primary set of business hours. If the business is closed, have it then check the secondary set. If both sets of business hours are closed, the business is considered to be closed. Otherwise, the business is considered to be open between the desired hours of 6:00 PM to 9:00 AM.