

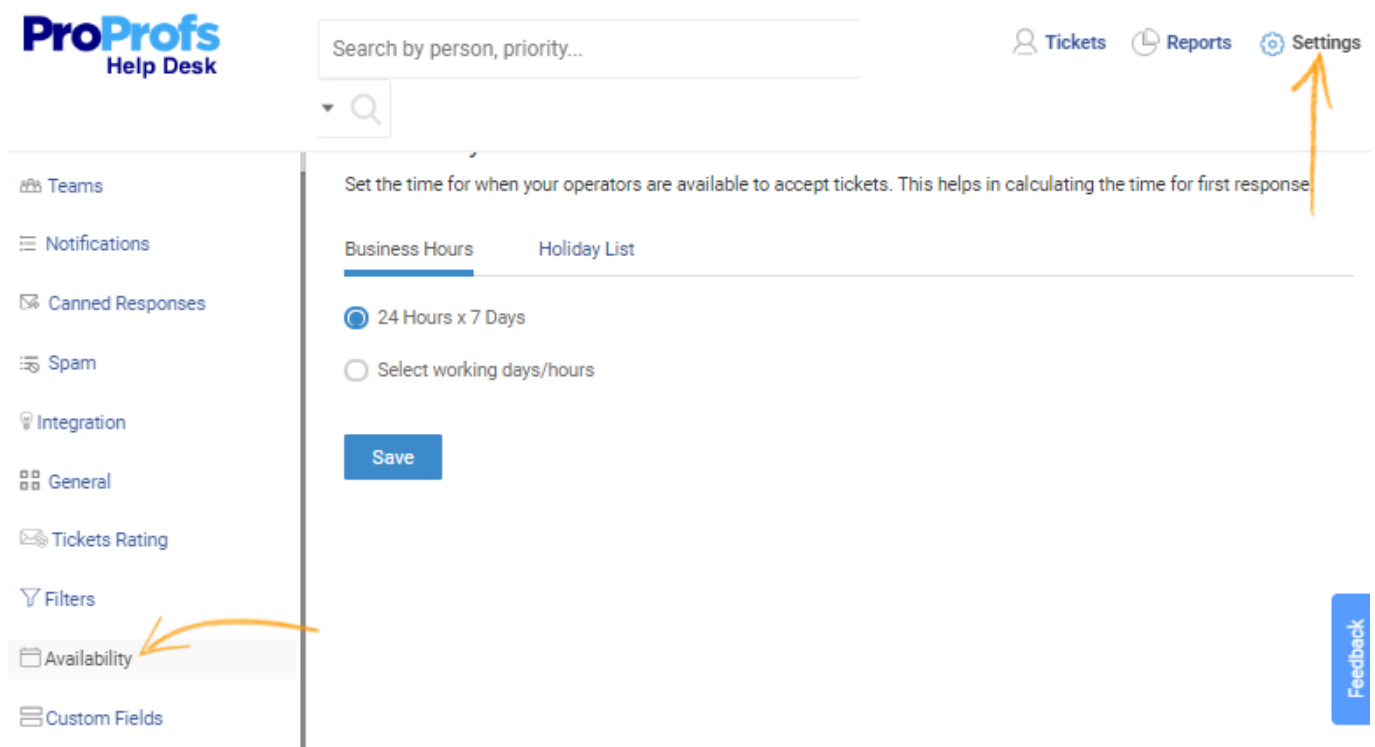
# How to Customize Agent Availability Settings

Agent availability settings allow you to calculate the first response time of your staff and your organization. With ProProfs Help Desk, you can customize agent availability settings. These settings determine when your agents are active on the help desk.

## Benefits of Customizable Agent Availability:

- It helps you set up a more accurate SLA based on the first response time.
- It allows you to set up work hours and holidays so that your first response times are more accurately determined.
- You can send timely responses to customers which aid in satisfaction and a better help desk experience.

You can customize agent availability by navigating to **Availability** under the **Settings** tab.



## How To Set Up Your Business Hours

Under the **Business Hours** tab, you can set up the working hours of your agents. Choose the **24 Hours \* 7 Days** option, if your help desk is active 24\*7. To set up particular business hours, select the '**Select working days/hours**' option.

Days	From	To
<input type="checkbox"/> Monday	12:00 A.M	11:59 P.M
<input type="checkbox"/> Tuesday	12:00 A.M	11:59 P.M
<input type="checkbox"/> Wednesday	12:00 A.M	11:59 P.M
<input type="checkbox"/> Thursday	12:00 A.M	11:59 P.M
<input type="checkbox"/> Friday	12:00 A.M	11:59 P.M
<input type="checkbox"/> Saturday	12:00 A.M	11:59 P.M
<input type="checkbox"/> Sunday	12:00 A.M	11:59 P.M

24 Hours x 7 Days  
 Select working days/hours

You can set the day and time when your agents will be available. To set the days on which your agents are online, just select the checkbox. The timings can be set with the drop-down menus.

<input checked="" type="checkbox"/> Friday	12:00 A.M	5:00 P.M	<input checked="" type="button" value="+"/>
<input checked="" type="checkbox"/> Saturday	01:00 A.M	11:59 P.M	
<input type="checkbox"/> Sunday	02:00 A.M	11:59 P.M	

If your agents work in different shifts on the same day, you can set up multiple shift timings with the **Add Shift** option.

Friday

09:30 A.M. 5:00 P.M.

5:30 P.M. 12:00 A.M.

Add Shift

## How to Set Up A Holiday List

Sometimes, agents won't be available due to a holiday. To ensure correct response times are displayed, you can neglect holiday days by adding a list of holidays. Go to the **Holiday List** tab under the **Availability** section.

Business Hours **Holiday List**

19 April, 2019 - 19 April, 2019 Holiday name Add holiday

From date	To date	Holiday name
19 April, 2019	19 April, 2019	Good Friday

## Follow these steps to add Holidays.

**Step 1:** Enter the duration of the holiday.

From date  To date

Apr 2019							May 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6	28	29	30	1	2	3	4
7	8	9	10	11	12	13	5	6	7	8	9	10	11
14	15	16	17	18	19	20	12	13	14	15	16	17	18
21	22	23	24	25	26	27	19	20	21	22	23	24	25
28	29	30	1	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8

**Step 2:** Enter the Holiday name and select **Add Holiday**.

### Related Articles:

- [How does Support Agent Interface Works?](#)
- [How to Create and Manage Teams?](#)
- [How to Change Your Help Desk Account Password?](#)