

Agency General Schedules

Agencies may utilize two types of General Schedules: Keyholder Availability and Call List Availability.

Keyholder Availability

Keyholder Availability allows you to enable phone number contact points outside of hours they may answer. For example, if a business closes at 5 PM, it doesn't make sense to attempt to call the site number when no one is there.

Call List Availability

Call Lists can be managed on a **day-of-the-week** and **time-of-the-day** basis using the General Schedules. For example, the agency may have a specific group of people to call during business hours and a rotating group of people outside of hours. All you need to do is create the schedules and then link them appropriately to when they are available.



Please remember that the last available list must not be linked to another schedule, and we recommend the use of a "when all else fails" call list to catch any errors or incorrect times.

Creating a General Schedule

1. Select the **General Schedules** on the Record, then click the **Plus sign (+)** to the right of the word General Schedules.
2. **Choose the General Schedule Type** - This is very important to do first to reduce mistakes.
3. **Create a General Schedule ID** - This is limited to 4 characters. Some examples may be KH01, CL01, K001, L001, and the like. Check with your organization for your specific ID conventions.
4. **Enter the Call List Description** - Be specific and clear to help others understand the purpose.
5. **Set the days of the week and the times of the day for each option.**
 - Please note that no single line may cross the midnight line, therefore, if you have a schedule that crosses midnight you will need to manage for that.
 - General Schedules are an OPT IN period. That means the schedule periods are for when the element IS available.
6. When all data is entered as expected, click Done.
7. Remember to click the Save icon (💾) to commit the data to the database.

General Schedule Add

Schedule ID: CL00 Description: Daytime Call List

Schedule Type
 Keyholder Availability Call List Availability

MON	TUE	WED	THU	FRI	SAT	SUN	START1	END1	START2	END2	FROM	TO
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	08:00	19:00				

Overnight General Schedule

Description Type	Evening Call Group Call List Availability						Start 1	End 1	Start 2	End 2
	Mon	Tue	Wed	Thu	Fri	Sat				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00	07:59	19:00	23:59
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00	08:00	20:00	23:59