

# Scheduling & Schedule Groups

# Scheduling & Schedule Groups

Section	Description
Module Context	Schedules are part of <b>Routing and Architect decision logic</b> in Genesys Cloud.
Purpose	A schedule stipulates <b>when a flow runs</b> based on date, time, or event.
Primary Use	Business hours, after-hours support, holidays, recurring events, maintenance windows, and special situations.
Admin Location	<a href="#">Admin</a> → <a href="#">Routing</a> → <a href="#">Scheduling</a>

## Study Notes

Topic	Explanation
Schedule	A time-based object that determines when routing or flow logic is active.
Schedule Group	Groups multiple schedules into Open, Closed, and Holiday categories for routing.
Architect Usage	Architect uses schedules to determine how inbound and outbound interactions should be handled.
Recurrence Support	Schedules can be one-time or repeating (daily, weekly, monthly, yearly, or custom iCal rule).
Evaluation Order	In Architect: <b>Emergency</b> → <b>Holiday</b> → <b>Closed</b> → <b>Open</b>

Topic	Explanation
Default Branch	If no schedule matches, <b>Closed</b> is the default branch in Evaluate Schedule Group.
Time Zone	Set on the <b>Schedule Group</b> — most common misconfiguration is a wrong or missing time zone.

# Navigation

Task	Navigation
View Schedules	Admin → Routing → Scheduling
Create Schedule	Admin → Routing → Scheduling → Add Schedule
View Schedule Groups	Admin → Routing → Scheduling → Schedule Groups
Use in Architect	Architect → Open Flow → Add Evaluate Schedule Group action

# Schedule Configuration Fields

Field	Description	Example
Schedule Name	Unique name for the schedule	US_Support_BusinessHours
Division	Determines administrative ownership and access	Home
Repeating Event	Enables recurring schedule logic	Enabled
Start Date	Date when the schedule starts	2026-03-01
End Date	Date when the schedule ends	2026-12-31
Start Time	Time when the schedule starts	08:00
End Time	Time when the schedule ends	18:00
All Day	Enables full-day schedule instead of start/end times	Disabled
Repeats Every	Defines recurrence pattern	Weekly
Start Option	Defines when recurrence begins	On Date

Field	Description	Example
End Option	Defines when recurrence stops	No End Date
iCal Rule	Advanced recurrence rule configuration	FREQ=WEEKLY;BYDAY=MO,TU,WE,TH,FR

Flows : **Inbound Call** | Prompts | Dependency Search

+ Add | Open | Delete | Unlock | Versions | Refresh

<input type="checkbox"/>	Name	Locked	Checked In	Published	Division
<input type="checkbox"/>	Inbound Call Flow	-	1.0	1.0	Home

Starting Task 23 | Evaluate Schedule Group 24

Initial Greeting: Hello, thank you for calling.

Flowchart details:

- Open (28):** Jump to Menu (Menu: Main Menu)
- Closed (25):** Transfer to Voicemail (Queue: Default Inbound Queue, Callback Number: ToPhoneNumber(Call Ani))
- Holiday (29):** Transfer to Number (Number: 1555555555)
- Emergency (26):** Play Audio (Audio: We are in an emergency)

Task Configuration (Evaluate Schedule Group 24):

- Name: Evaluate Schedule Group
- Schedule Group: Test Schedule Group
- Emergency Group: Test Emergency
- Schedule Evaluation DateTime (UTC): Current
- Output Active Schedules: No output value specified

# Schedule Types

Schedule Type	Example
One-Time	July_4_Closure
Daily	After_Hours_Daily
Weekly	Mon_Fri_BusinessHours
Monthly	First_Monday_Maintenance
Yearly	Christmas_Holiday
Advanced Rule	FREQ=WEEKLY;BYDAY=MO,TU,WE,TH,FR

Example business-hours schedule:

Field	Value
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Name	US_Support_BusinessHours
Repeating Event	Enabled
Repeats Every	Weekly
Days	Monday-Friday
Start Time	08:00
End Time	18:00
End Option	No End Date

# Schedule Group Configuration

Component	Description
Open Schedule	Defines when the business is open
Closed Schedule	Defines after-hours or closure periods
Holiday Schedule	Defines holiday dates — overrides Open
Time Zone	Applied at the Schedule Group level — determines when schedules activate
Emergency Group	Separate object that overrides all schedule-based logic when activated

“ ⚠ **Most common misconfiguration:** Setting the wrong time zone on the Schedule Group, causing callers to hit closed or holiday paths at unexpected times.

## Architect Evaluation Order

Evaluate Schedule Group



Emergency? (Emergency Group activated?)

↓

Holiday? (Current date/time matches a Holiday schedule?)

↓

Closed? (Current date/time outside Open schedule?)

↓

Open (Default — current date/time matches Open schedule)

If nothing matches, the **Closed** branch is taken by default.

# Routing Architecture

Customer Interaction

↓

Call Route or Architect Flow

↓

Schedule / Schedule Group Evaluation

↓

Open / Closed / Holiday / Emergency

↓

Menu / Queue / Voicemail / External Transfer / Disconnect

# Real Flow Scenarios

## Scenario 1 — Business Hours Menu

Caller Enters Flow

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Evaluate Schedule Group

↓

Open

↓

Play Welcome Prompt → Send to Menu → Route to Agent

# Scenario 2 — After-Hours Voicemail

Caller Enters Flow



Evaluate Schedule Group



Closed



Play Closed Prompt → Route to Voicemail

# Scenario 3 — Holiday Transfer

Caller Enters Flow



Evaluate Schedule Group



Holiday



Play Holiday Prompt → Transfer to External Number

# Scenario 4 — Emergency Shutdown

Caller Enters Flow



Evaluate Schedule Group



Emergency



Play Issue Prompt → Disconnect Call

# Implementation Steps

Step	Action
Step 1	Navigate to <code>Admin → Routing → Scheduling</code>
Step 2	Click <b>Add Schedule</b>
Step 3	Enter unique schedule name
Step 4	Select division
Step 5	Choose one-time or repeating event
Step 6	Configure start date, end date, and time range (or All Day)
Step 7	Configure recurrence settings if repeating
Step 8	Save the schedule
Step 9	Create a schedule group and assign schedules to Open / Closed / Holiday
Step 10	Set the correct <b>time zone</b> on the schedule group
Step 11	Use the schedule group in call routing or Architect

# Naming Convention

Resource	Example
Schedule	<code>US_Support_BusinessHours</code>
Holiday Schedule	<code>US_Support_Christmas</code>
Maintenance Schedule	<code>US_Support_MaintenanceWindow</code>
Schedule Group	<code>US_Support_Main_SG</code>

Recommended pattern: `<Region>_<Department>_<Purpose>`

# Best Practices

Practice	Reason
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Use clear schedule names	Makes routing easier to understand and maintain
Separate business hours and holidays into distinct schedules	Improves flexibility and troubleshooting
Always use Schedule Groups for production routing	Simplifies open/closed/holiday branching
Set the correct time zone on the Schedule Group	Prevents incorrect routing behavior
Test all branches (Open, Closed, Holiday, Emergency)	Ensures callers hear the correct experience
Review holiday schedules annually	Keeps routing accurate over time

# Troubleshooting

Issue	Cause	Resolution
Flow always routes Closed	Time zone mismatch or no active Open schedule	Verify schedule times and schedule group time zone
Holiday path never triggers	Holiday schedule not assigned to group	Add holiday schedule to schedule group
Emergency path does not work	Emergency group not activated or not assigned to flow	Verify emergency group setup and flow logic
Recurring schedule not firing	Recurrence settings incorrect	Review repeating event settings and end conditions
External transfer not reached	Holiday branch misconfigured	Check Architect holiday branch and external number
Schedule group unavailable in flow	Permission or object visibility issue	Confirm access and division permissions

# Interview Cheat Sheet

Question	Answer
What is a schedule in Genesys Cloud?	A time-based object that determines when routing or flow logic is active
What can schedules be used for?	Business hours, after-hours, holidays, recurring events, and special situations
What is a schedule group?	A grouping of schedules into Open, Closed, and Holiday categories
What is the evaluation order in Architect?	Emergency → Holiday → Closed → Open

<b>Question</b>	<b>Answer</b>
What happens if nothing matches?	Closed is the default path in Evaluate Schedule Group
What is the most common misconfiguration?	Wrong time zone set on the Schedule Group

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