

ECS Setup: Check Schedule

Introduction

The Check Schedule activity allows Organization administrators to easily configure their Business Process and Channel flow with configured schedules from Implementation > Schedules. Check Schedule improves upon the native "Check Operational Status" activity by providing organization administrators with a single access point for both applying and modifying their different schedule types (weekly, holiday, and temporary closing)

Before proceeding with this document – please refer to this article on how to configure please see [ECS Setup: Implementation – Special Days & Schedules](#).

Use Cases for Check Schedule

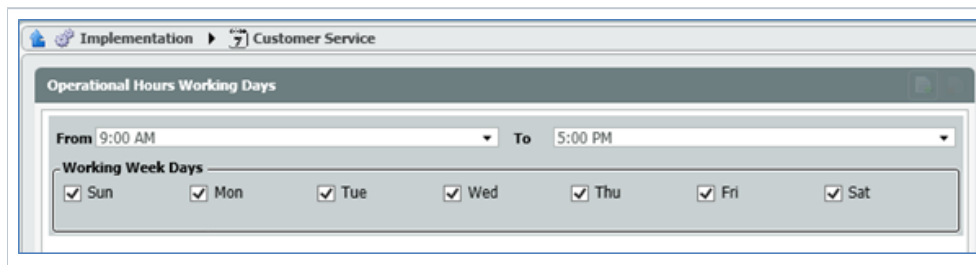
With a repository of schedules, changes to a single schedule can impact multiple Business Processes or Channel flows without the need to edit each one individually.

Example

- Your organization has 15 Business Processes all configured for Monday – Friday 9:00 am to 5:00 pm.
- With the legacy implementation of "Check Operational Status" all operational hours were configured individually on each Business Process or Channel.
- To update your closing time to 6:00 p.m. organization administrators would have to navigate to and adjust each Business Process or Channel from 5:00 p.m. to 6:00 p.m.
- Now, with a shared schedule, only one modification to the configured Weekly Schedule needs to be made.
- This same process can also be applied to Holiday (Special Day) and Temporary Closing schedules.

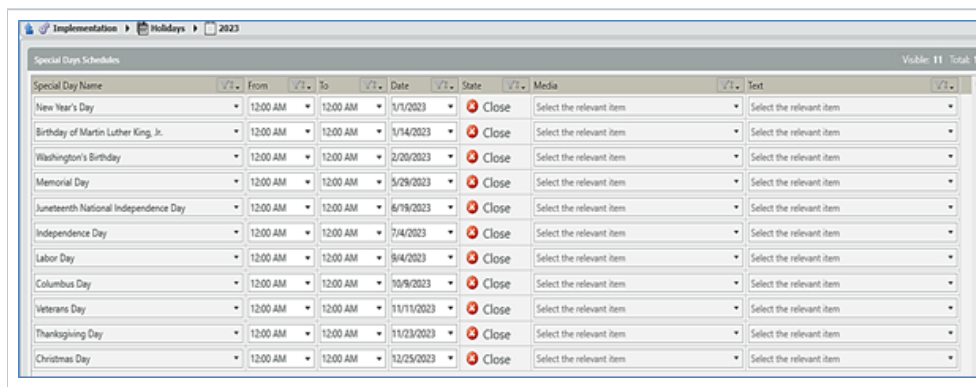
Organization administrators can define the following schedule types within a single "Check Schedule" activity.

- **Weekly Schedules:** Monday-Sunday with open and closed hours of operation. (Referenced Implementation > Schedules > Weekly Schedules).



- **Special Days Schedules:** Holiday schedule with configured date and time values for open and closed hours of operation.

(Referenced Implementation > Schedules > Special Days Calendars)



Special Day Name	From	To	Date	State	Media	Text
New Year's Day	12:00 AM	12:00 AM	1/1/2023	Close	Select the relevant item	Select the relevant item
Birthday of Martin Luther King, Jr.	12:00 AM	12:00 AM	1/14/2023	Close	Select the relevant item	Select the relevant item
Washington's Birthday	12:00 AM	12:00 AM	2/20/2023	Close	Select the relevant item	Select the relevant item
Memorial Day	12:00 AM	12:00 AM	5/29/2023	Close	Select the relevant item	Select the relevant item
Juneteenth National Independence Day	12:00 AM	12:00 AM	6/19/2023	Close	Select the relevant item	Select the relevant item
Independence Day	12:00 AM	12:00 AM	7/4/2023	Close	Select the relevant item	Select the relevant item
Labor Day	12:00 AM	12:00 AM	9/4/2023	Close	Select the relevant item	Select the relevant item
Columbus Day	12:00 AM	12:00 AM	10/9/2023	Close	Select the relevant item	Select the relevant item
Veterans Day	12:00 AM	12:00 AM	11/11/2023	Close	Select the relevant item	Select the relevant item
Thanksgiving Day	12:00 AM	12:00 AM	11/23/2023	Close	Select the relevant item	Select the relevant item
Christmas Day	12:00 AM	12:00 AM	12/25/2023	Close	Select the relevant item	Select the relevant item

- **Temporary Closing and Company Meeting Schedules:** Schedule with configured date and time values for temporary closing.

(Referenced Implementation > Schedules > Temporary Closing and Company Meetings Calendars)

Implementation > Company Meetings > 2023

Temporary Closing And Company Meetings Schedules Visible: 2 Total: 2

Special Day Name	From	To	Date	State	Media	Text
Company Meeting	3:00 PM	5:00 PM	7/21/2023	Close	Select the relevant item	Closed
Company Meeting	11:30 AM	1:00 PM	12/12/2023	Close	Select the relevant item	Closed

Empty Check Schedule Activity

Business Structure > Evolve IP > Customer Service > Single Flow 1 > Check Schedule 1

Weekly Schedule By Name Select the relevant item	OR	Weekly Schedule Name By Variable p Select Property...
Special Days Calendar By Name Select the relevant item	OR	Special Days Calendar Name By Variable p Select Property...
Temporary Closing And Company Meetings Calendar By Name Select the relevant item	OR	Temporary Closing And Company Meetings Calendar Name By Variable p Select Property...
Variable For Playback By Media p Select Property...		Variable For Playback By Text p Select Property...

Populated Check Schedule Activity

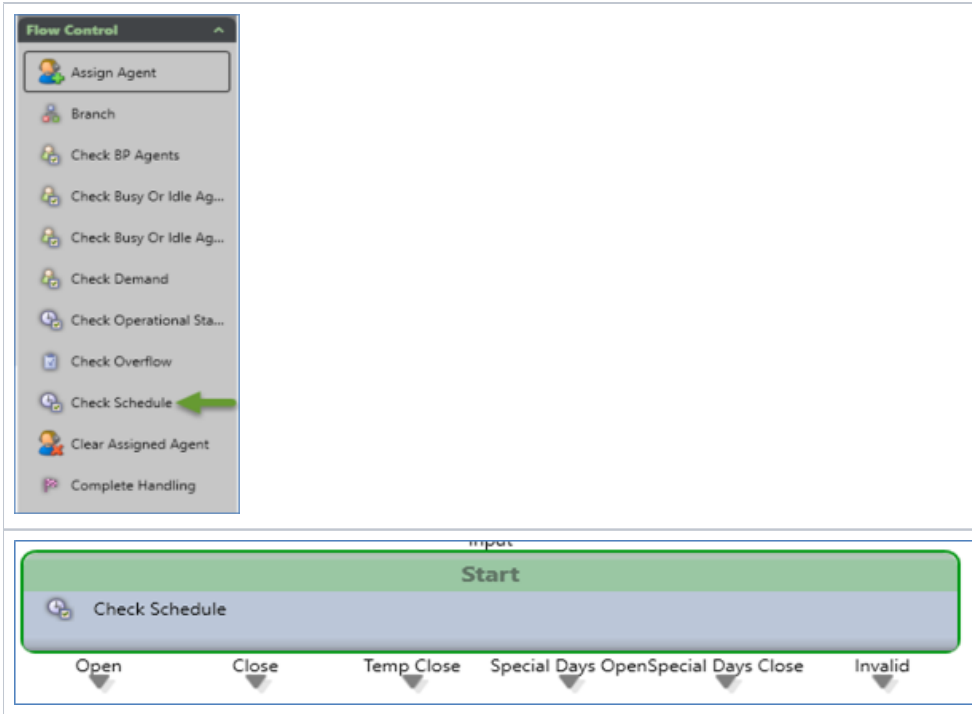
Business Structure > Evolve IP > Channel

Weekly Schedule By Name
Customer Service
Special Days Calendar By Name
Holidays
Temporary Closing And Company Meetings Calendar By Name
Company Meetings

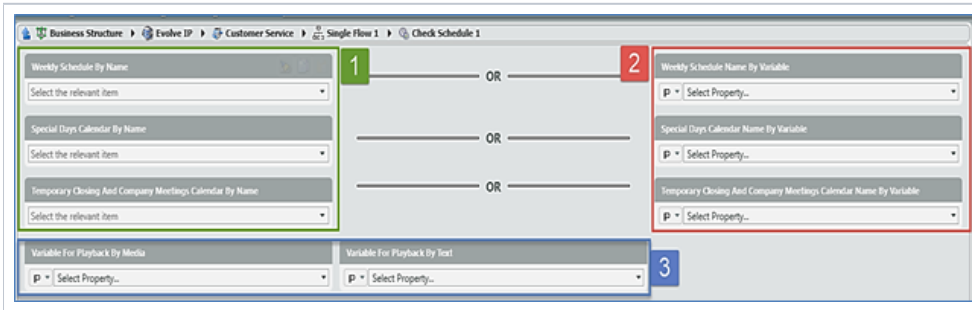
How to Use

Within your Business Process or Channel Interaction Handling Flow navigate to the Flow Control section.

Locate, drag and drop the Check Schedule activity into the Interaction Handling Flow.



Select the icon next to Check Schedule to configure the activity.



There are two ways to apply your schedule within the Check Schedule activity, Static Mapping or Variable Mapping.

1. Static Mapping located on the left allows you to pick from your configured schedules within Implementation > Schedules via drop-down listing.
2. Variable Mapping located on the right allows you to reference a schedule by name. This is useful when your interaction flow utilizes Routing Data allowing a single Check Schedule activity to route multiple different schedules.
3. Located at the bottom of the screenshot is where ECS will store your configured greeting playback.
 - a. It is recommended to create a new [Interaction Variable](#) to store your greeting.
 - i. This Interaction Variable can be referenced and played within an Announce and Collect activity.

Exit Points

The Check Schedule activity has the below-defined exit points:

- Open
- Closed
- Temp Close
- Special Days Open
- Special Days Closed
- Invalid

Order of Operations

The order of operations for this activity:

1. Special Days (*Optional*)
2. Temporary Closing and Company Meetings (*Optional*)
3. Weekly schedule (**Required**)

Interaction Logic

The interaction will follow the following logic when using the Check Schedule activity.

1. Does the current day have an entry in the selected Special Days Schedule?
 - a. If Yes
 - i. Compare the current time to the configured time for the current day.
 1. If the current time is within the entry, route out the Special Days Open exit point.
 2. If the current time is outside the entry, route out the Special Days Closed exit point.
 - ii. If No
 1. Proceed to Step 2, Checking Temporary Closing and Company Meeting Schedule.
 - iii. Does the current day have an entry in the selected Temporary Closing and Company Meeting Schedule?
 1. If Yes
 - a. Compare the current time to the configured time for the current day.
 - i. If the current time is within the entry, route out the Temp Close exit point.
 - ii. If the current time is outside the entry, route out the Open or Closed exit point (based on the Weekly Schedule).
 - b. If No
 - i. Proceed to Step 3, Checking Weekly Schedule.
 - c. Does the current day have an entry in the selected Weekly Schedule?
 - i. If Yes
 1. Compare the current time to the configured time for the current day.
 - a. If the current time is within the entry, route out the Open exit point.
 - b. If the current time is outside the entry, route out Closed Exit Point.
 2. If No
 - a. Route out Closed Exit Point.