

Hours

The **Hours** type matches one or more daily time ranges without selecting specific weekdays.

Open **Configuration > Conditions**, select **New Condition**, enter a name, choose **Hours** in the Type field, complete the type-specific fields, and select **Save**.

The screenshot shows a web form for editing a 'Hours' condition. At the top is a blue header with the word 'Information'. Below it are several input fields: 'Name' with the value 'Docs Condition - Hours', 'Type' with a dropdown menu showing 'Hours', and 'Timezone' with a dropdown menu showing 'Use tenant default' and a clock icon with the time '15:51:07'. There are three 'From - To' time range inputs; the first one has '09:00:00' and '17:00:00' entered, while the other two are empty. Below these are two dropdown menus for 'Destination when matches' and 'Destination when NOT matches', both showing 'Please select condition destination'. At the bottom are three buttons: 'Save' (blue), 'Delete' (red), and 'Back' (grey).

Hours condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Hours.
Timezone	Timezone used to evaluate the time ranges.
From - To	Up to three daily start and end ranges.

Example

Field	Example value
Name	Docs Condition - Hours
From - To	09:00 to 17:00

Destinations

For tenant conditions, select the destinations that should run when the condition matches and when it does not match. Global conditions are referenced by tenant-level Use a Global Condition records.

Editing and deleting

To edit this condition, open **Docs Condition - Hours** from the Conditions list, adjust the fields, and select **Save**. Before deleting it, check IVRs, schedules, routes, feature codes, and other call-flow objects that may reference it.

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