

# HOW TO: Appointment Cutoff Times in ServiceTitan

Configuring your business hours and time slots (setting start times and end times for each day and time intervals for offered appointments) forms the basis for scheduling.



## Set Up Business Hours

- Navigate to **Settings > Business Hours**
- Configure the **start** and **end times** for *each* day of the week.
- To create specific appointment availability, **define time slots** within those configured hours.



## Time Slots & Arrival Windows

- Time slots determine the available time intervals for scheduling appointments.
- When customers book appointments, they see a time window based on your defined time slots.
- This allows for flexible booking and prevents overbooking.



## Additional Considerations

- **Customer Notifications:** Time slots are used to send booking confirmations and reminder notifications to customers.
- **Adaptive Capacity:** Business hours and time slots are used to set up technician availability within ServiceTitan's Adaptive Capacity feature.
- **Appointment Duration:** You can also set the duration of each appointment within the time slot.



If an agent sees an available window, they have been trained to **book the appointment**.

**Help us** ensure our team does **exactly** what you want us to do by **defining the guidelines** on your end.

**Practical Example:** Your business hours are from 8:00 AM to 5:00 PM and you want to offer appointments in one-hour increments.

**Configure the start and end times for each day of the week:** You would define time slots as follows: 8:00 AM - 9:00 AM, 9:00 AM - 10:00 AM, and so on.

When a customer books an appointment, they would see the available time slots you identified. **NOTE: The system will prevent them from booking an appointment that overlaps with another.**

By **effectively managing** your business hours and time slots, you can ensure **efficient scheduling, accurate appointment times, and a positive customer experience.**