***Agio***

**Daily Operation Times:** 10:00am - 11:00pm

A\_1.1.1 en and A\_1.1 ar - Opening before 5pm

A\_1.1.2 en and A\_1.1.2 ar - Opening after 5pm

A\_1.2 en and A\_1.2 ar - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

A\_1.3 en and A\_1.3 ar - Disclaimer (The call is recorded)

A\_1.4.1 en and A\_1.4.1 ar - Out of office message (outside the operation times)

A\_1.4.5 en and A\_1.4.5 ar - Message to be added in case of technical issues

A\_1.5 en and A\_1.5 ar - Initial holding message

**Ramadan Operation Times:** 2:00pm - 2:00am (Break for 1h for Iftar to be determined during Ramadan)

A\_1.7 (En) and A\_1.7 (Ar) - Opening at any time

A\_1.2 en and A\_1.2 ar - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

A\_1.3 en and A\_1.3 ar - Disclaimer (The call is recorded)

A\_1.4.3 en and A\_1.4.3 ar - Out of office message (outside the operation times)

A\_1.4.4 en and A\_1.4.4 ar - Lines closure during Iftar

A\_1.5 en and A\_1.5 ar - Initial holding message