***COYA***

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

CY\_1.1.1 (a) and CY\_1.1.1 (e) - Opening at any time

CY\_1.2 (a) and CY\_1.2 (e) - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

CY\_1.3 (a) and CY\_1.3 (e) - Disclaimer (The call is recorded)

CY\_1.4.1 (a) and CY\_1.4.1 (e) - Out of office message (outside the operation times)

CY\_1.4.6 (a) and CY\_1.4.6 (e) - Message to be added in case of technical issues

CY\_1.5 (a) and CY\_1.5 (e) - Initial holding message

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

CY\_1.7 (a) and CY\_1.7 (e) - Opening at any time

CY\_1.2 (a) and CY\_1.2 (e) - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

CY\_1.3 (a) and CY\_1.3 (e) - Disclaimer (The call is recorded)

CY\_1.4.3 (a) and CY\_1.4.3 (e) - Out of office message (outside the operation times)

CY\_1.4.4 (a) and CY\_1.4.4 (e) - Lines closure during Iftar

CY\_1.5 (a) and CY\_1.5 (e) - Initial holding message