

# Onboarding Callers — Availability and Hours

## Overview

This page answers a recurring team question: **what hours are our onboarding callers available?** Use this as the single reference when a CSR, closer, or client asks about onboarding-call scheduling windows.

## Standard Onboarding Caller Hours

Onboarding callers are staffed to cover the full client-facing business window:

- **Hours:** 9:00 AM – 6:00 PM ET
- **Days:** Monday through Friday
- **Coverage expectation:** No client should wait more than the Day 0 two-hour window for first contact during these hours.

Weekend coverage is not scheduled by default. Day-0 payments that land on Saturday or Sunday are handled first thing Monday morning and must still close the 2-hour first-contact window from the start of the Monday shift.

## How the Team Is Staffed Across Timezones

The onboarding team is distributed and shifts align to US Eastern. Use this table when scheduling handoffs or asking "is someone on right now?"

Location	Local Shift	Covers ET Window
Philippines	9:00 PM – 6:00 AM PHT (night shift)	9:00 AM – 6:00 PM ET
Nigeria	2:00 PM – 11:00 PM WAT	9:00 AM – 6:00 PM ET
Colombia	8:00 AM – 5:00 PM COT	9:00 AM – 6:00 PM ET

Location	Local Shift	Covers ET Window
Dominican Republic	9:00 AM - 6:00 PM AST	9:00 AM - 6:00 PM ET

The highest-overlap collaboration window across all locations is **9:00 AM - 12:00 PM ET**. Schedule cross-team handoffs, training, and escalations in this window when possible.

## Peak vs. Off-Peak Windows

- **Peak (fastest pickup):** 10:00 AM - 2:00 PM ET. Full team online, both hemispheres overlapping.
- **Steady:** 2:00 PM - 6:00 PM ET. Solid coverage, slightly tighter queues.
- **Off-peak:** Before 9:00 AM ET and after 6:00 PM ET. Calls roll to voicemail; next-shift rep returns them during the Shift-Start "return missed calls" block.
- **Closed:** Saturday and Sunday — no live onboarding calls.

## When a Client Asks "When Can I Talk to Someone?"

Use this exact phrasing so the team stays consistent:

“ Our onboarding team is available Monday through Friday, 9 AM to 6 PM Eastern Time. I'll make sure someone from our team reaches out during that window — and if you text us anytime at (336) 310-0090, the next available rep will get right back to you.”

## When a Teammate Asks in Discord

If someone asks in `#customer-support`, `#ask-questions`, or a similar channel "til what time are our onboarding callers available?" — the answer is **9 AM - 6 PM ET, Mon-Fri**. Link this page instead of re-explaining.

## Exceptions and Escalations

- **Holidays:** US Federal holidays are rest days for client-facing teams. Philippines/Nigeria/Colombia/DR local public holidays are NOT automatically rest days — team leads maintain coverage.

- **Sick / no-show gaps:** Team lead redistributes the queue within 30 minutes. No client goes more than 4 hours without coverage during business hours.
- **Urgent Day-0 backlog:** If a paid client has not been contacted within 2 hours, escalate to the Onboarding team lead immediately.

## Related Pages

- Day 0-30 Onboarding Process
- Team Structure Overview (shift coverage strategy)
- Company Policies (attendance & availability)
- ORT-Done Tagging Protocol — Marking Onboarding Complete in GHL

---

*Last updated: April 2026 | Owner: Onboarding Team Lead | Source of truth for onboarding caller availability.*

---

Revision #2

Created 2026-04-24 04:35:22 UTC by Admin

Updated 2026-04-28 21:06:28 UTC by Admin