

Non-business hours and holidays

The tabs *Non-Business Hours* and *Holidays* contain options for setting the times when the company's staff is not available. During these times, a menu will handle calls differently than normal, as defined in these settings. The call may be terminated after an announcement, routed to a specific number or a voicemail box.

In either tab, choose the set of non-business hours/holidays you want to configure by selecting it from the the drop-down menu labeled Choose.... To create a new set, click the Add button in the top right corner. The selected set can be renamed or deleted with the buttons labeled Rename and Delete, respectively.

A set of non-business hours/holidays can only be deleted if it isn't assigned to any DTMF menu.

Configuring non-business hours

ACD DTMF Menus **Non-Business Hours** Holidays

12 Non-Business Hours
ProfIVR

Regular hours
+ Add
✎ Rename
✖ Delete

Day	Start	End	Announcement	Destination	Description
12 Workdays	00:00	08:00	Closed.wav	Terminate call	Closing time Save
12 Workdays	17:00	24:00	Closed.wav	Terminate call	Closing time Save
12 Workdays	12:00	13:30	Lunch.wav	Transfer to number 1054	Lunch break Save
12 Weekend	00:00	24:00	Closed.wav	Terminate call	Weekend Save

New Entry:

+ Monday

Add

Day The day of the week when the non-business hours should be active. The option Workdays will apply the settings to every day from Monday to Friday, and the option Weekend will apply to Saturday and Sunday.

Start and End When the non-business hours should start and end. The time is set in 24-hour format.

One single entry will set a single consecutive time range within one day. If you have multiple non-consecutive non-business hours one day, each time range requires a separate entry. Similarly, if your non-business hours extend from one day to the next (i.e. overnight), two entries must be configured for both days.

If your company stops taking calls on 17:00 and opens again on 8:00 the following day, two entries are needed.

- from 17:00 to 24:00
- from 00:00 to 08:00

Configuring holidays

Holidays
ProfIVR

Regular holidays ▾
+ Add
 Rename
✖ Delete

Start Date/Time ^	End Date/Time		Announcement	Destination		Description
29.05.2025 00:00	30.05.2025	24:00	Closed.wav ▾	Voice Mail box number ▾	10/..\$/	Ascension Day Save
01.05.9999 12:00	01.05.9999	24:00	Closed.wav ▾	Transfer to number ▾	1054	May Day Save
24.12.9999 00:00	26.12.9999	24:00	Christmas.wav ▾	Terminate call ▾		Christmas Save
Easter-2 00:00	Easter+1	24:00	Closed.wav ▾	Terminate call ▾		Easter Save

New Entry:

+

Add

Upload new audio file

The Start and End columns consist of a *Date* and *Time* field each. In the *Date* field, setting the year to 9999 will activate the holiday every year at the same date and time. Entering the string Easter will calculate the date of Easter every year. The strings Easter-<n> and Easter+<n> will set the date to n days before and after Easter, respectively.

In 2025, the date of Easter is 20 April 2025. Entering the string Easter-2 into the Date field sets the holiday start to 18 April 2025.

General settings

The following settings are applicable to both non-business hours and holidays configurations.

- Announcement

The audio file that will be played during the set non-working hours.
- Destination

The action to take when a call arrives during the set time (see chapter [Transfer controls](#)).
- Description

An optional description for the entry.