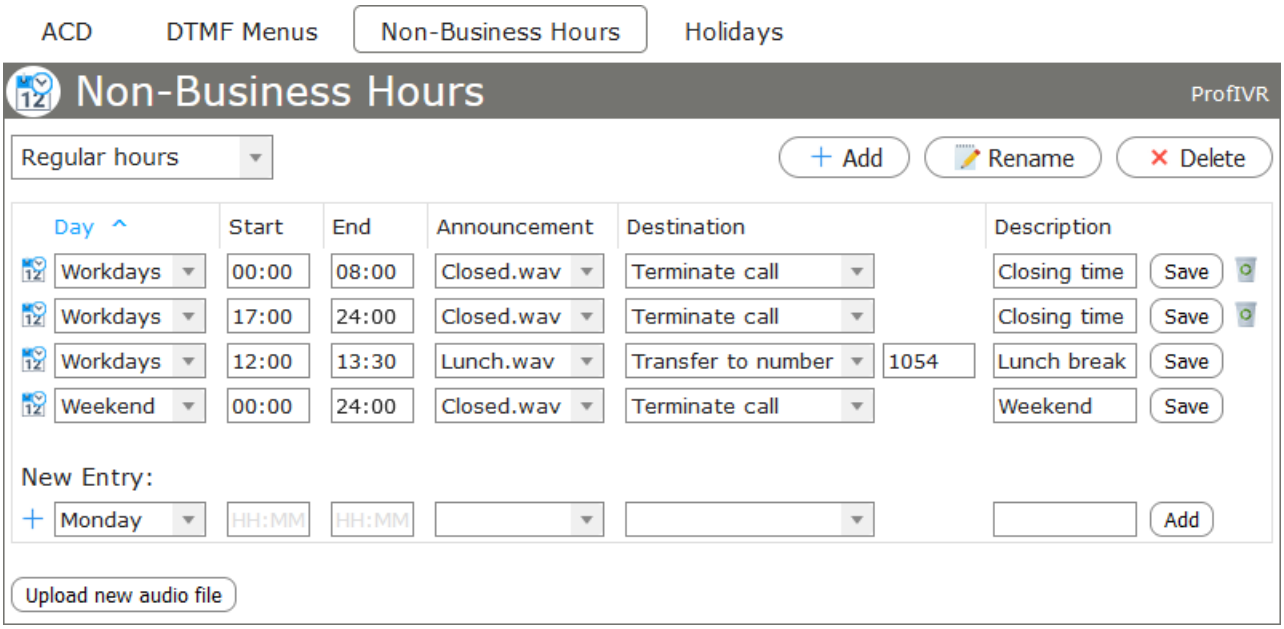
Non-business hours and holidays

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



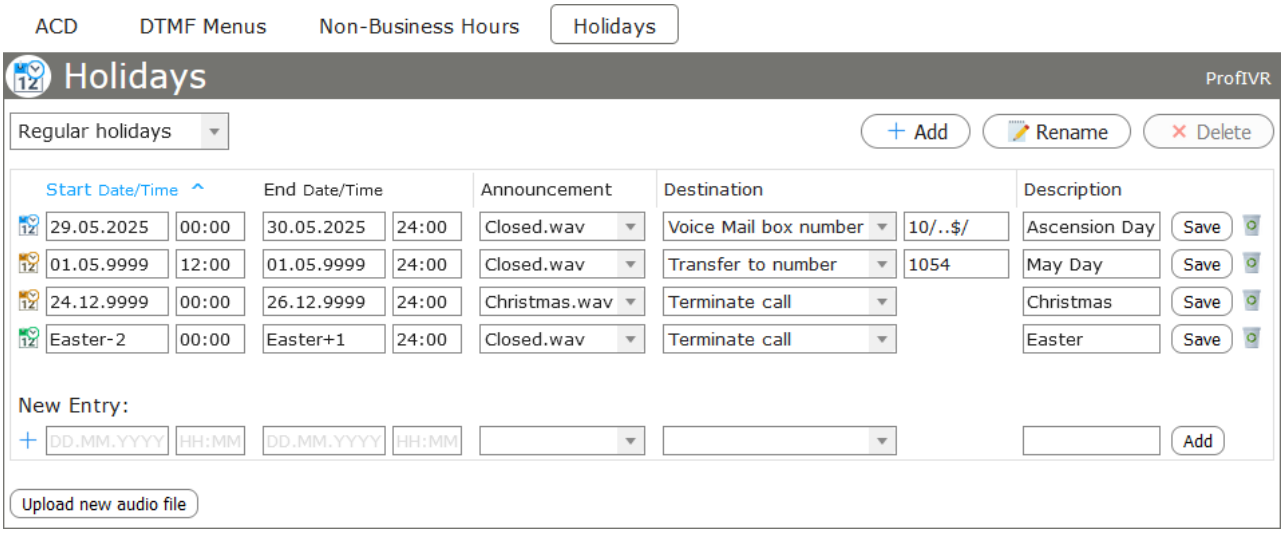
Day	The day of the week when the non-business hours should be active. The option Workdays will apply the settings to every day from Monday to Friday, and the option Weekend will apply to Saturday and Sunday.
Start and End	When the non-business hours should start and end. The time is set in 24-hour format.

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



The Start and End colums 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.