

Set Office Hours on Avaya Cloud Office

1. Sign in to Avaya Cloud Office - service.cloudoffice.avaya.com
2. Click Sign in with Google



Sign In


AVAYA CLOUD OFFICE®
by RingCentral

Email or Phone Number

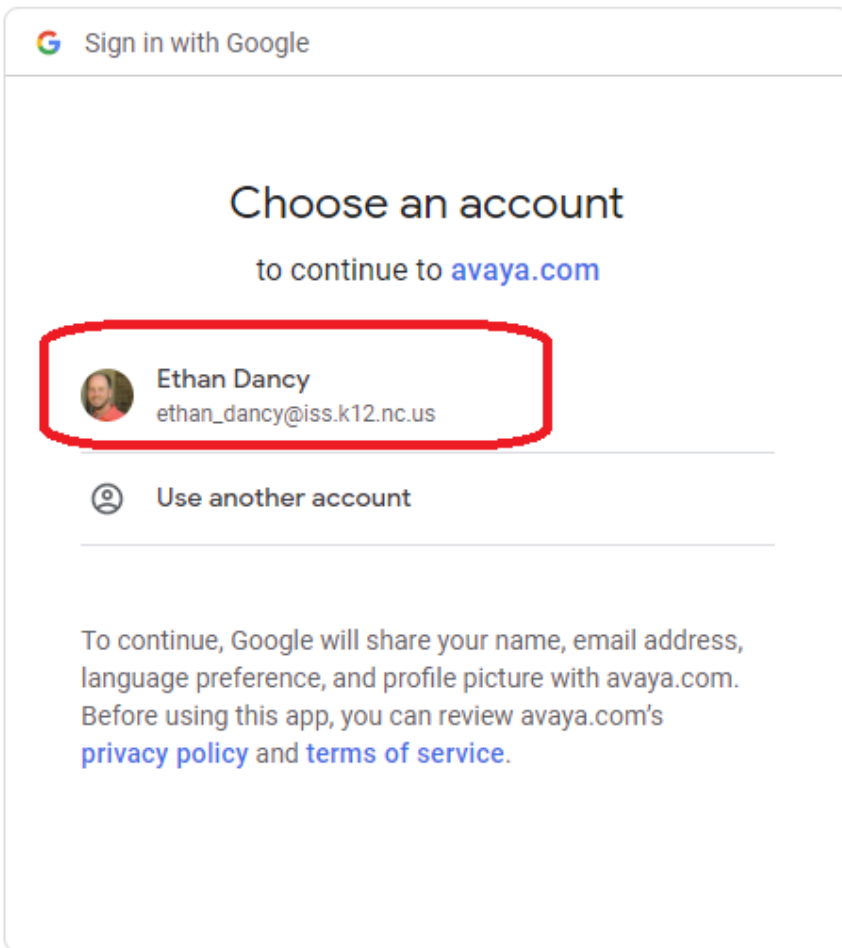
Next

Or sign in with

 Google 

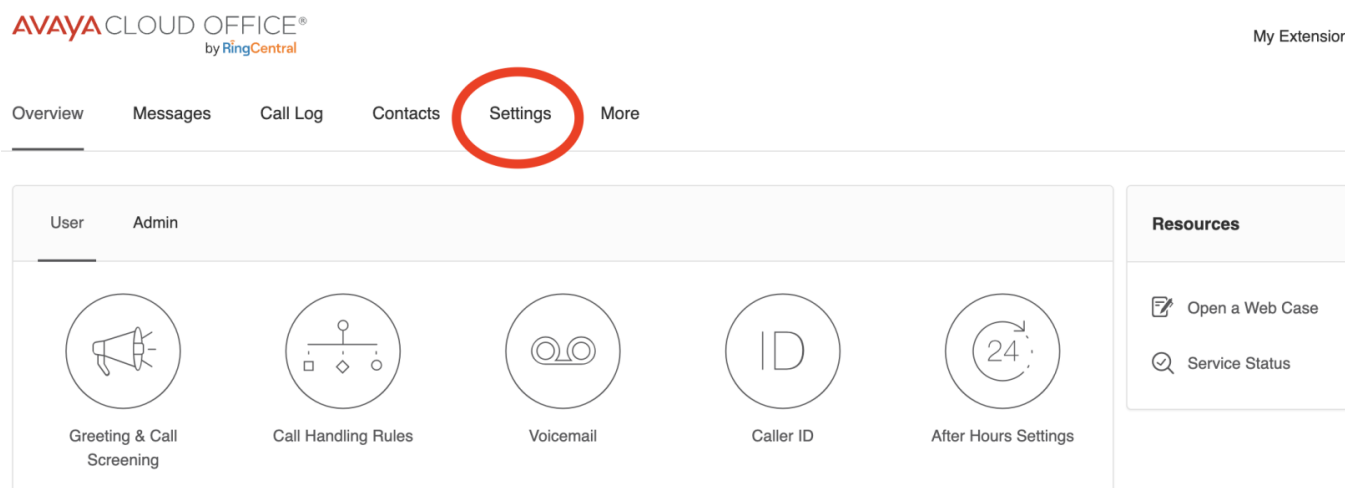
 Single Sign-on

3. Choose your ISS Email Address



4. The first time you sign in, it may ask you for permissions to use your Google Account. Click **Allow** on these options.

5. Click **Settings** at the top.



6. Click Call Handling

Ethan Dancy
Ext [REDACTED]

Outbound Calls/Faxes

Meetings

Notifications

▽ **User Details**

▽ **Phones & Numbers**

▽ **Screening, Greeting & Hold Music**

▽ Call Handling

▽ **Voicemail**

▽ **Personal Emergency Response Locations**

7. Click **Work hours**, and then click **Edit Schedule**

^ **Call Handling**

Click this first

Forward all calls ☐

Work hours

After hours

Custom rules

Settings

Schedule: Your calls will follow these rules 24 hours, 7 days a week. To turn on after-hours call handling, set a custom schedule. **Edit schedule**

Incoming calls:
Set how you'd like your devices to ring during work hours. [Learn more](#)

🔔 Ring all at once

▼

Create ring group Ungroup Delete

	Order	Active	Ring for ⓘ	Name	Number
⋮	1	<input checked="" type="checkbox"/>	4 Rings / 20 Secs ▼	Existing Phone	
⋮	1	<input checked="" type="checkbox"/>	6 Rings / 30 Secs ▼	My desktop and mobile apps	

⊕ Add number or coworker

8. Here you can specify a specific work hours schedule.

Schedule

Use a 24/7 schedule that applies to all your calls, or set a specific schedule to route calls differently after your work hours.

What are your work hours?

- ☒ 24 hours, 7 days a week
☐ Specific schedule

Time zone

(GMT-05:00) Eastern Time (America/New_York)

Schedule

Use a 24/7 schedule that applies to all your calls, or set a specific schedule to route calls differently after your work hours.

What are your work hours?

- ☐ 24 hours, 7 days a week
☒ Specific schedule

☐ Sunday

☒ Monday

From 9:00 AM

To 4:00 PM

☐ 24 hours

 Apply to ▾

☒ Tuesday

From 9:00 AM

To 6:00 PM

☐ 24 hours

 Apply to ▾

☒ Wednesday

From 9:00 AM

To 6:00 PM

☐ 24 hours

 Apply to ▾

☒ Thursday

From 9:00 AM

To 6:00 PM

☐ 24 hours

 Apply to ▾

☒ Friday

From 9:00 AM

To 6:00 PM

☐ 24 hours

 Apply to ▾

☐ Saturday

9. Once you are finished setting your schedule, then click Save.

Revision #2

Created 2 February 2023 14:11:56 by Ethan Dancy

Updated 2 February 2023 16:44:09 by Ethan Dancy