Set Office Hours on Avaya Cloud Office

1. Sign in to Avaya Cloud Office - service.cloudoffice.avaya.com
2. Click Sign in with Google
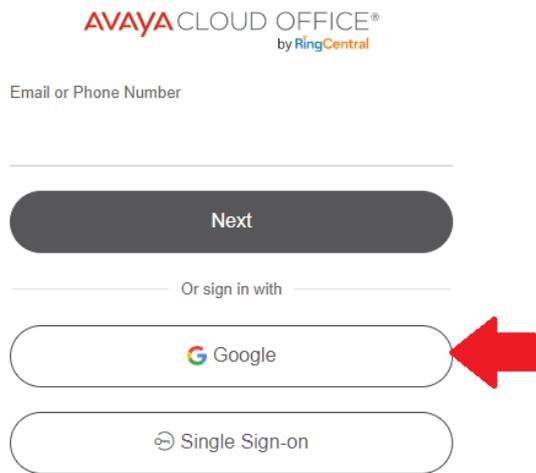
3. Choose your ISS Email Address
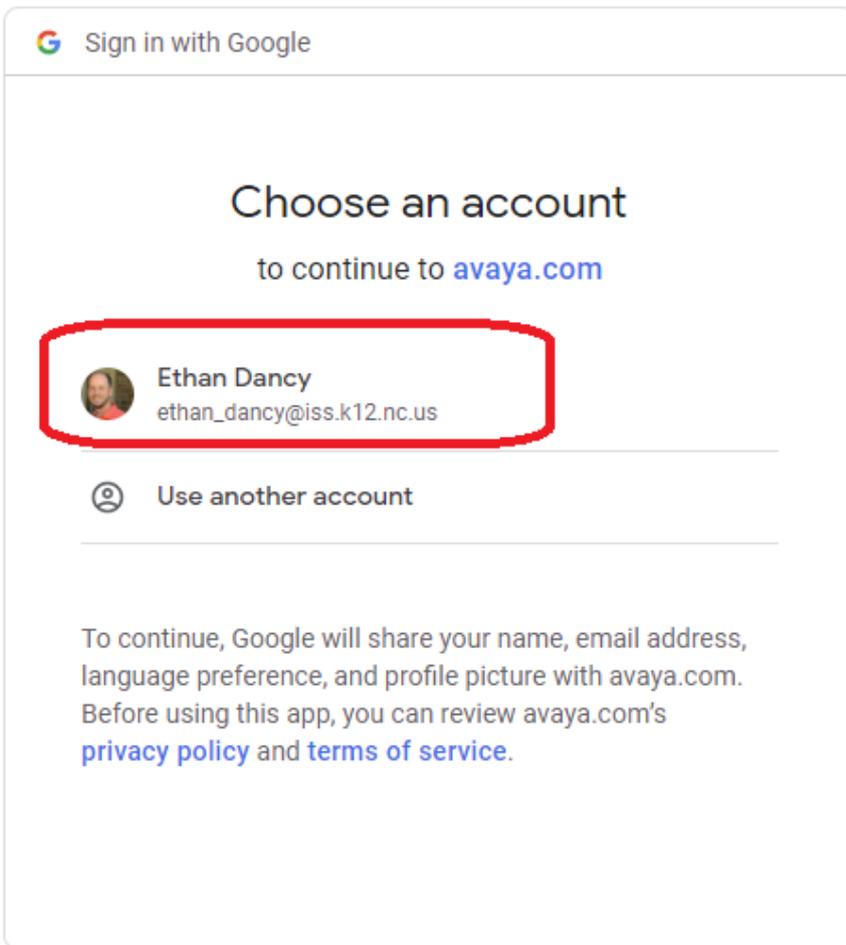
4. The first time you sign in, it may ask you for permissions to use your Google Account. Click **Allow** on these options.

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

6. Click Call Handling

Overview   Messages   Call Log   Contacts   Settings   More
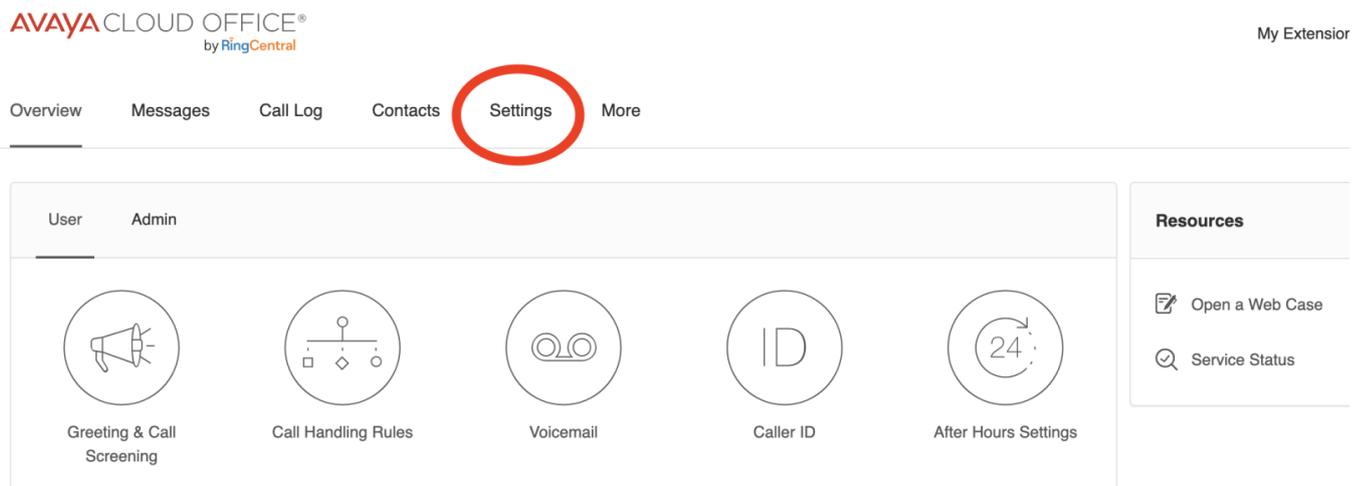
Ethan Dancy
Ext

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	⬤	4 Rings / 20 Secs ∨	Existing Phone	
☐	1	⬤	6 Rings / 30 Secs ∨	My desktop and mobile apps	

⊕ Add number or coworker

8. Here you can specify a specific work hours 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) ⌄

◯ 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.