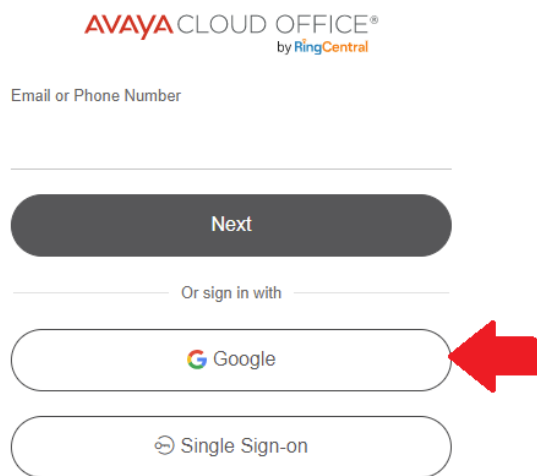


Set Office Hours on Avaya Cloud Office

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

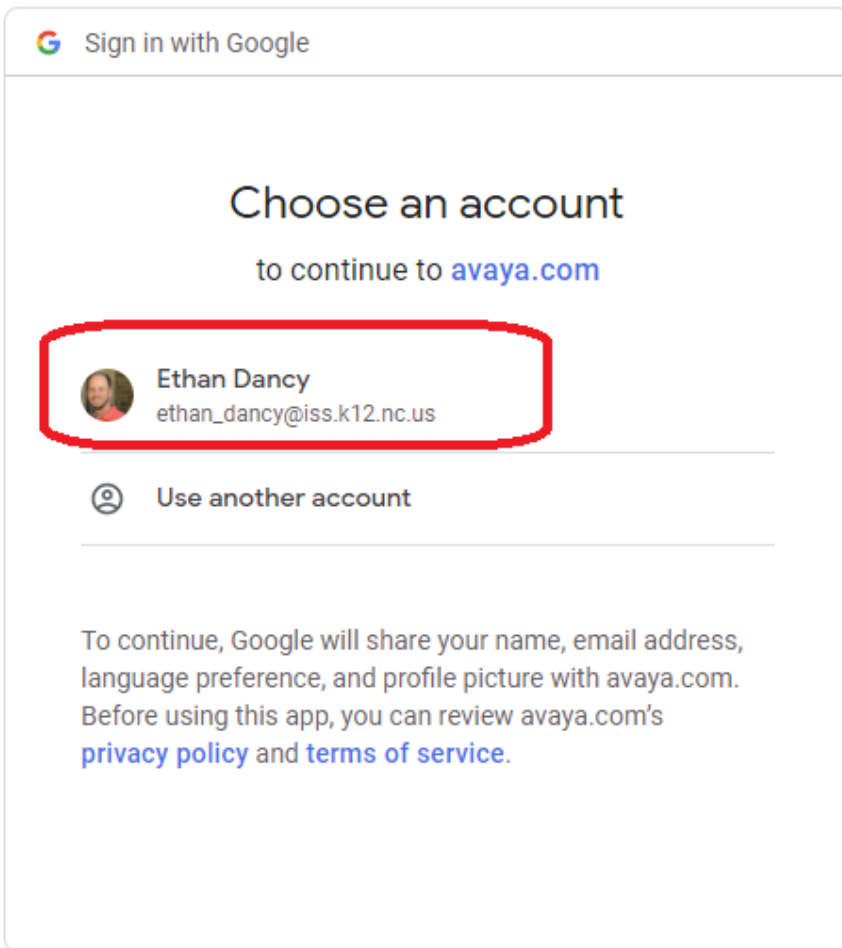
Next

Or sign in with

Google

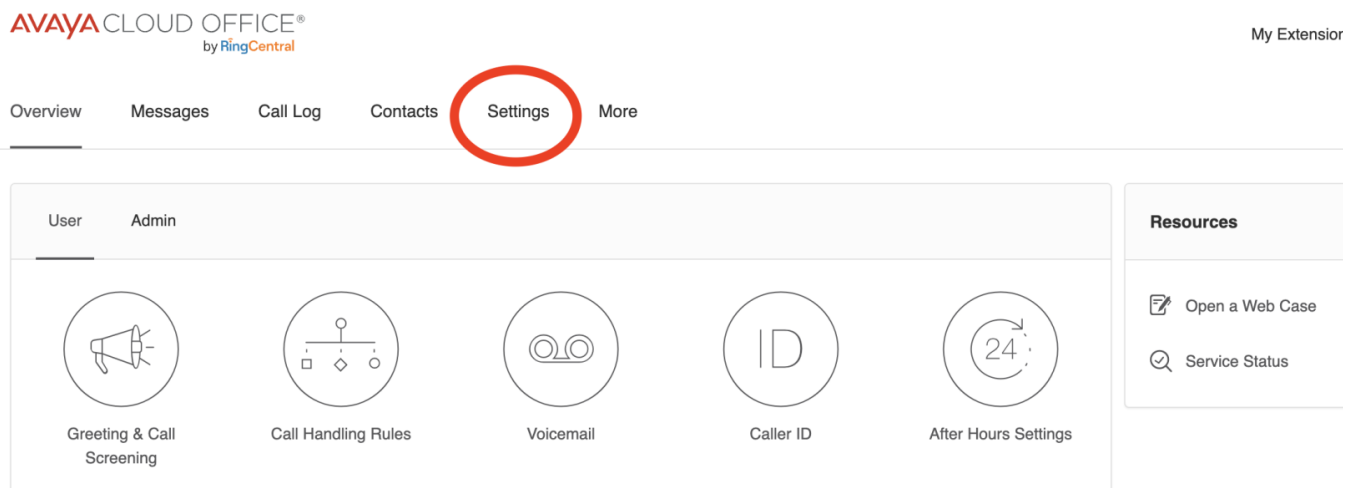
Single Sign-on

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

Tuesday

From 9:00 AM ▾ To 6:00 PM ▾ 24 hours

Wednesday

From 9:00 AM ▾ To 6:00 PM ▾ 24 hours

Thursday

From 9:00 AM ▾ To 6:00 PM ▾ 24 hours

Friday

From 9:00 AM ▾ To 6:00 PM ▾ 24 hours

Saturday

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

Revision #2

Created 2023-02-02 14:11:56 UTC by Ethan Dancy

Updated 2023-02-02 16:44:09 UTC by Ethan Dancy