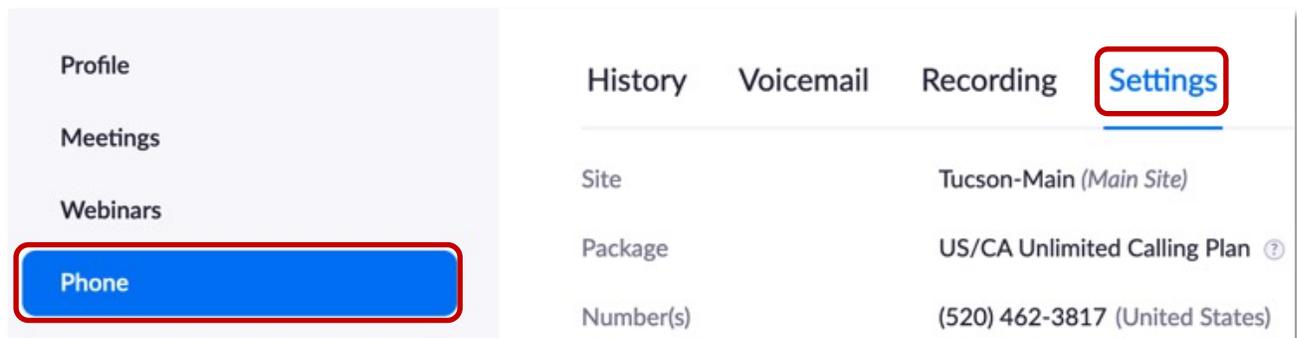# Customize Business & Holiday Hours

Step-By-Step Instructions

You can customize your **Business and Holiday Hours** to reflect the times when you will answer calls that come to your Zoom phone. This document provides step-by-step instructions on making these customizations.
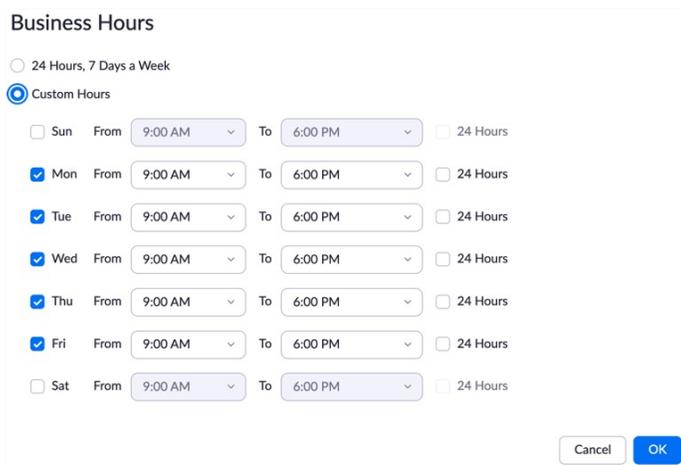
To set your business hours, make sure you are logged in to the Zoom web portal (arizona.zoom.edu) and have navigated to the **Phone Settings** tab.

1. Scroll down to the **Call Handling** section and click on the **Edit** link for **Business Hours**. It's the first edit link in this section.

2. Click the **Custom Hours** radio button.
3. Select your standard workdays and times and click **OK**.
   Calls that come outside of the business hours you set will go directly to voicemail.
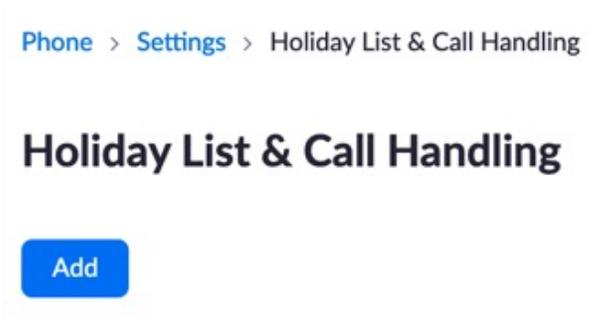
You can also add holiday and vacation hours for times when you are out of the office.
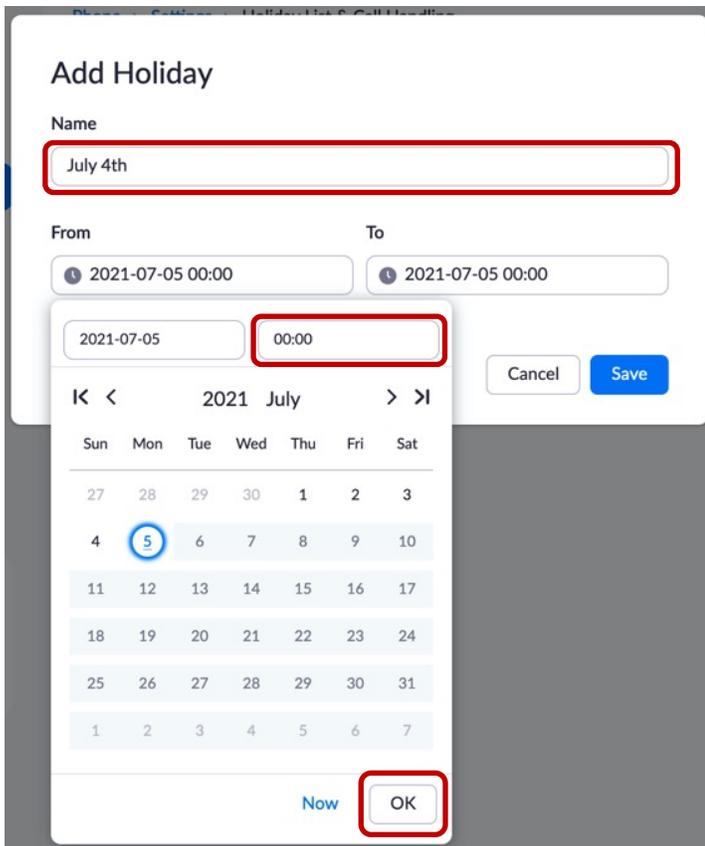
4. In the **Holiday Hours** section, click the **Manage** link.

Holiday Hours   Holiday List & Call Handling   Manage

5. Then click the **Add** button

Phone > Settings > Holiday List & Call Handling

Holiday List & Call Handling

Add

6. Enter the name of the holiday.
7. The July 4th holiday is used as an example in this scenario.
8. Select the start date click **OK.**

9. Select the end date and click **OK.**
    Note: The time defaults to midnight in military time (00:00). You can edit this if desired.

10. Click **Save.**
    If you need to delete the dates for any reason, you can use the **Delete** button at the bottom of the screen. Follow the same steps to add vacation time.

11. When you navigate back to the main **Phone Settings** page, you will see your dates displayed.

Holiday Hours	Holiday List & Call Handling Manage	
	July 4th	2021-07-05 00:00 - 2021-07-06 00:00
	vacation	2021-07-06 00:00 - 2021-07-07 00:00

Contact UITS-Telco@arizona.edu to establish, change, or remove telephone services or features.
Contact the 24/7 Support Center (http://247.arizona.edu) for Zoom app issues or service outage.
Start an on-line chat at https://support.arizona.edu or call 520-626-TECH (8324) or toll-free at 887-522-7929.