

How to set business hours and spoken office hours

What this covers: Working days, common hours, custom time slots, and the spoken message read to callers.

Steps to set your working hours

1. Go to **Admin** → **Organization Settings** and scroll to **Specify working hours of the organization** and click → **edit**.
2. Choose your **Common Start Time** and **Common End Time**.
 - Example: **9:00 AM** to **5:00 PM**.
 - If you are open 24 hours, set **12:00 AM** to **11:59 PM**.
3. Select your **working days** by checking the boxes for **Monday** through **Sunday** as needed.
4. If a specific day has different hours, use **Custom Times**:
 - Find the day row, for example **Monday Custom Times**.
 - Click **+ Add Custom Time Slot**.
 - Enter **Start Time** and **End Time** for that slot.
 - Repeat to add more slots for lunch breaks or split shifts.
Example: 8:00 AM–12:00 PM and 1:00 PM–5:00 PM.
 - Use **Remove** to delete a slot.
5. When all days look correct, click **Save** if the button is shown.

Steps to write your spoken office hours

1. In **Organization Information**, find **Office Hours (Spoken)**.
2. Type a friendly sentence that matches the hours you set.
Example: We are open Monday to Friday from 8:00 AM to 5:00 PM. On Saturday we are open from 9:00 AM to 1:00 PM.
3. You can click **Write with AI** to generate a draft, then edit the text to match your policy.
4. Click **Save** if the button is shown.

Examples

- **Single schedule, weekdays only**
 - Working days: Monday to Friday
 - Common hours: 9:00 AM–5:00 PM

- Spoken text: We are open Monday to Friday from 9:00 AM to 5:00 PM.
- **Split shift on Tuesday**
 - Common hours: 8:00 AM–5:00 PM
 - Tuesday Custom Times: 8:00 AM–12:00 PM and 1:00 PM–5:00 PM
 - Spoken text: We are open Monday to Friday from 8:00 AM to 5:00 PM. On Tuesday we are closed from 12:00 PM to 1:00 PM.

Troubleshooting

- If callers hear the wrong time, check that the **Timezone** is correct.
- If a day should be closed, either uncheck that day.
- Avoid overlapping custom slots on the same day. Overlaps can cause routing confusion.

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