

How do I set business hours in Zoom?

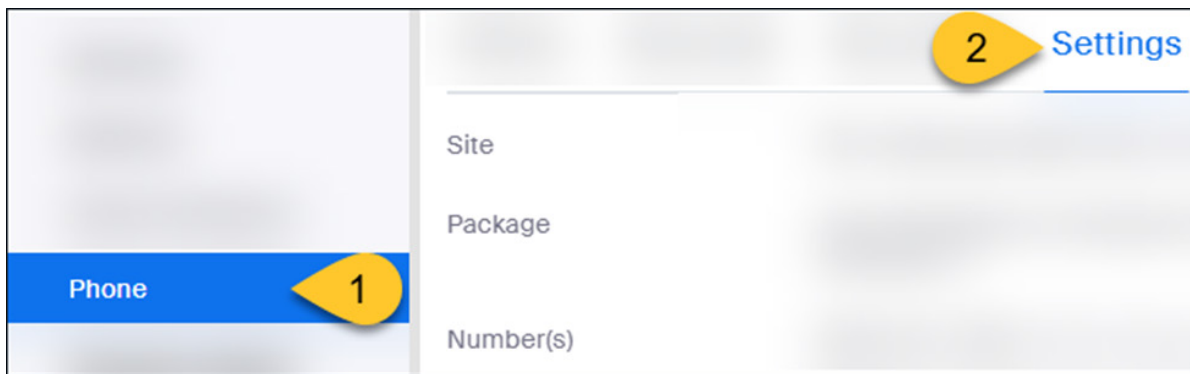
While signed in to the FSU Zoom web portal:

STEP 1

Select the **Phone** tab.

STEP 2

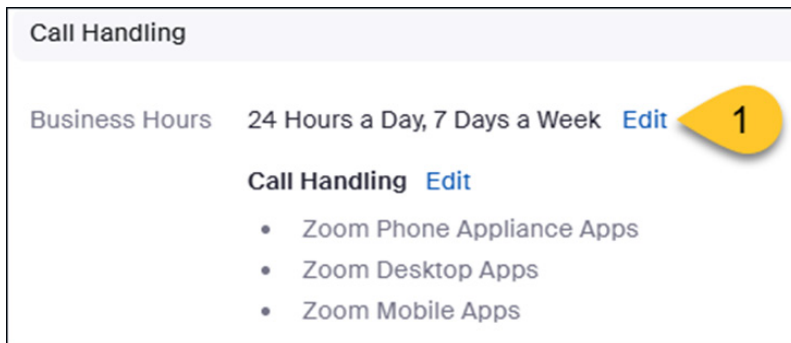
Select the **Settings** tab.



Business Hours:

STEP 1

Select **Edit** to customize the days/times you can answer calls.



Closed Hours:

STEP 1

The *Closed Hours* section will display below if you set business hours. Calls are routed to voicemail during closed hours.

STEP 2

Select **Edit** to adjust the routing options.

STEP 3

Next to *Greetings Prompts*, select **Edit** to choose an audio message from the asset library.

Closed Hours Call Handling [Edit](#) **2**

You have not enabled any items for Call Handling.

When I'm busy on another call

Call waiting

When a call is not answered

Forward to voicemail / videomail

Allow callers to reach an operator

Allow callers to check voicemail

Greeting & Leave voicemail instruction

[Default](#) [Edit](#) **3**

Videomail greeting can be recorded at Zoom client.

Holiday Hours:

STEP 1

ITS sets holiday hours based on the [FSU Calendar](#). Select Manage to designate certain days as holidays and adjust the routing options for holiday hours.

Holiday Hours

Holiday List & Call Handling [Manage](#)

1

