

# Configure Your Office Hours & Holidays

## Configure Office Hours

3CX Admin Console

Dashboard Headquarters **Office Hours** Help ?

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Voice & Chat New York Office

Outbound Rules

Office Hours

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Office Hours Office Holidays

Set your time zone

Global Time Zone

Set your office and break times

Office Hours [Add](#) [Clear](#)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9:00 AM - 6:00 PM	9:00 AM - 6:00 PM	9:00 AM - 6:00 PM	9:00 AM - 6:00 PM	9:00 AM - 6:00 PM	9:00 AM - 6:00 PM	9:00 AM - 6:00 PM
<a href="#">Add</a>	<a href="#">Add</a>	<a href="#">Add</a>	<a href="#">Add</a>	<a href="#">Add</a>	<a href="#">Add</a>	<a href="#">Add</a>

Break Hours [Add](#) [Clear](#)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1:00 PM - 2:00 PM	<a href="#">Add</a>	1:00 PM - 2:00 PM	<a href="#">Add</a>	1:00 PM - 2:00 PM	1:00 PM - 2:00 PM	1:00 PM - 2:00 PM
<a href="#">Add</a>		<a href="#">Add</a>		<a href="#">Add</a>	<a href="#">Add</a>	<a href="#">Add</a>

(Configuring Office Hours in 3CX Admin Console)

To configure your office hours:

1. In the 3CX Admin Console go to **“Office hours”**. Select the department you want to configure the office hours for. (3CX FREE/SMB don't have departments so you can skip this step).
2. Click on the days and specify your opening hours.
3. Add any breaks.
4. Use the **“Add”** and **“Clear”** button for each section to add or remove times for every day of the week in one single bulk action.
5. If this group is in a different time zone, set the time zone at the bottom of the page.
6. Repeat this process for each group.

# How to Update and Maintain a Holiday Schedule in 3CX Version 20

These instructions explain how to update and maintain holiday schedules in **3CX Version 20 (V20)** so your phone system handles calls properly during holidays and office closures.

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## Accessing Holiday Settings

1. Log into the **3CX Admin Console**.
2. From the left-side menu, select:

**Admin** → **Office Hours & Holidays**

3. Click the **Holidays** tab.
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## Adding a New Holiday

1. Click **Add Holiday**.
2. Complete the following fields:

### Holiday Name

Enter a descriptive name such as:

- Christmas Day
  - Thanksgiving
  - Independence Day
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### Date

Choose the holiday date.

### Recurring Holiday

Enable **Repeat yearly** if the holiday occurs on the same date every year.

Examples:

- Christmas → yearly recurring
- New Year's Day → yearly recurring

For floating holidays like Thanksgiving, update them manually each year.

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## Applying Holidays to Office Hours

In Version 20, holidays work alongside office hours.

Verify that:

- Office Hours are enabled
- Your inbound rules use office hours routing
- The holiday schedule is assigned globally or to the appropriate department

To verify:

1. Go to:

**Admin → Office Hours & Holidays**

2. Confirm the holiday appears in the active holiday list.
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## Editing an Existing Holiday

1. Navigate to:

**Admin → Office Hours & Holidays → Holidays**

2. Click the holiday you want to update.
  3. Modify:
    - Name
    - Date
    - Recurrence
    - Routing destination
    - Greeting
  4. Click **Save**.
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## Deleting a Holiday

1. Open the holiday list.
2. Select the holiday.
3. Click **Delete**.
4. Confirm deletion.

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# Best Practices for Maintaining Holiday Schedules

## Review Holidays Annually

At the beginning or end of each year:

- Confirm all holidays are entered
  - Update floating holidays
  - Remove outdated entries
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## Commonly Missed Holidays

Many organizations forget to include:

- Christmas Eve
  - New Year's Eve
  - Black Friday
  - Company shutdown days
  - Emergency/weather closures
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# Troubleshooting

## Holiday Routing Not Working

Verify:

- The holiday date is correct
  - The system timezone is correct
  - Office Hours are enabled
  - Inbound rules follow office hours routing
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## Calls Continue Ringing Normally

Check:

- The holiday is enabled
- The correct destination is selected

- The inbound rule points to the proper department or office hours profile
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# Recommended Annual Maintenance Process

A simple yearly process:

## Every December or January:

1. Review all holiday entries
2. Update variable-date holidays
3. Record updated greetings if needed
4. Test inbound call routing

This helps prevent missed calls and ensures callers receive accurate messaging during office closures.

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