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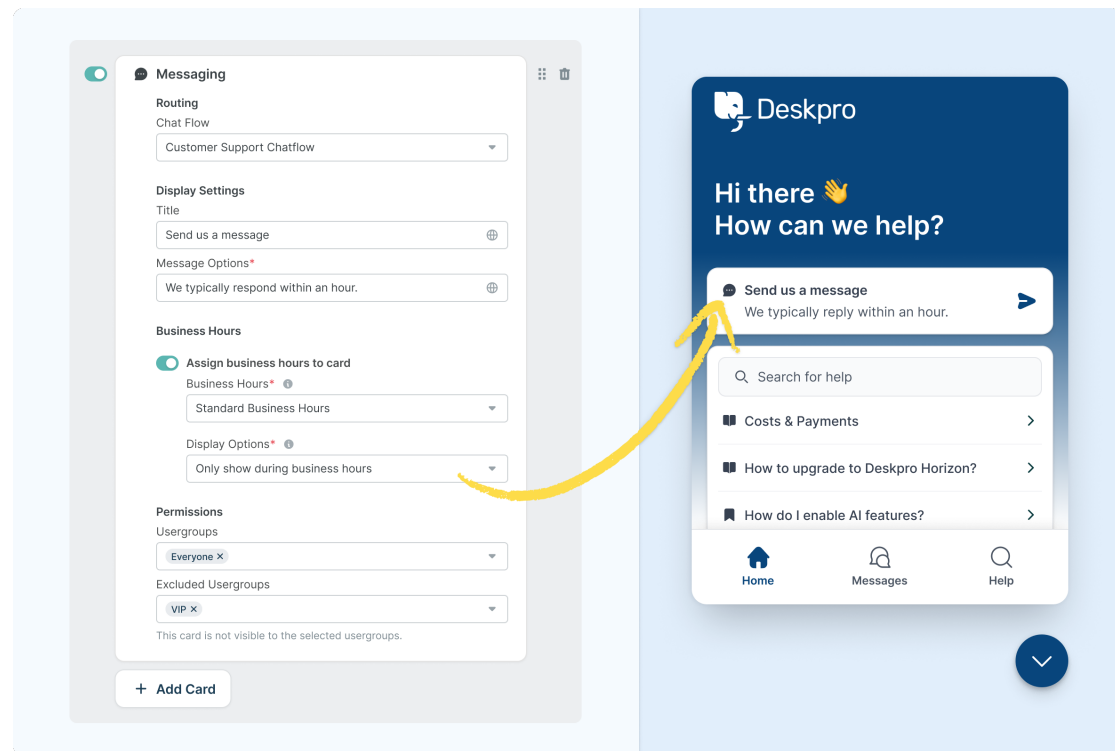
Optimized Business Hours Control for Chat and Voice

2025-04-23 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

Save time and reduce admin with default vacation sets for the US, UK, and French national holidays. Easily apply these as non-working days to your business hours, ensuring seamless management of your workforce. In addition to these business hour improvements, we've added more control over your Chat and Voice channels based on your operating hours.

Better Communicate Chat Availability

Align your chat widget's availability with your business hours to set clear expectations for your users.



This ensures they know when someone is available to respond, enhancing their chat experience and boosting customer satisfaction. [Learn how to configure business hours for your chat.](#)

Automate your Voice Operations

Enhance your voice interactions with business hours applied to auto-attendants, providing appropriate out-of-hours greetings.

Customer Support Auto Attendant

id: 1

Operating Hours

Operating Hours Model*

Standard Business Hours

Set the hours the auto attendant will be manned and can take calls.

Out of hours greeting

Choose

☒ Play audio greeting before out of hours greeting

☒ Create ticket for calls received out of hours

Save

Discard Changes

Delete

Choose to create tickets or accept voicemails outside business hours, giving you greater control and ensuring professional communication even when your office is closed.