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DOCUMENTATION · PHONE SYSTEM

Office hours and holidays

Tell Filantis when you are open, on a break or closed for a holiday — and your call menus and forwarding rules follow the clock by themselves.

Updated 19 September 2026

filantis.com/docs/office-hours/

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At a glance

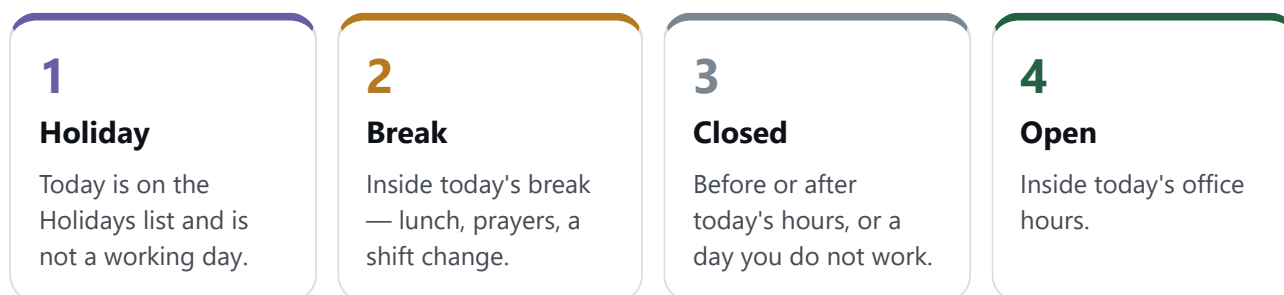
- Set **opening hours and a break** for each day of the week, once.
- **Add holidays** — for one year or every year — including days you open for shorter hours.
- **Everything is read in your time zone**, wherever the server is.
- **Call menus pick a destination** for working hours, closed, break and holiday.
- **Forwarding rules can depend on the clock** — “out of office time, ring my mobile”.

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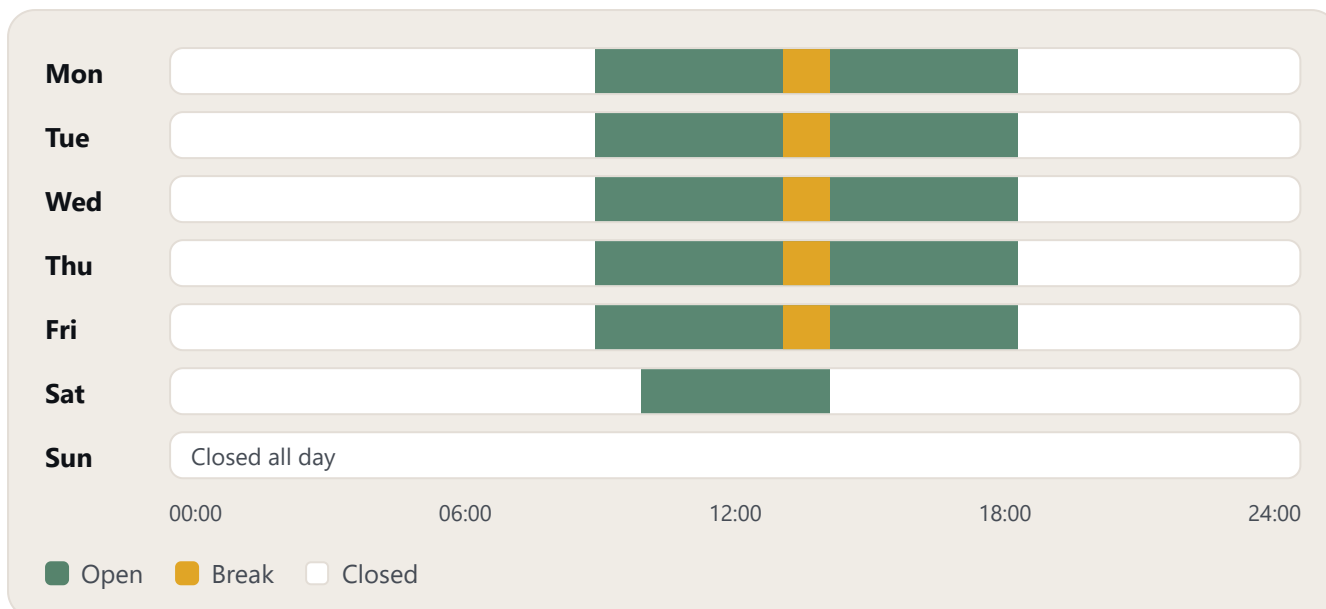
1 Open, break, closed or holiday

At any moment Filantis says your business is in one of four states. When more than one could apply, the first in this order wins:



2 Set your weekly hours

- 1 Open **Settings** → **Office Time**. The **Office Hours** tab lists the seven days.
- 2 Tick **Working Day** for each day you open.
- 3 Set **Office Start** and **Office End**, and a **Break Start** and **Break End** if you close for lunch. Leave the break empty if you do not.
- 4 Choose your **Timezone** — the same one on every row — and save.



A typical week. Weekdays 09:00–18:00 with lunch at 13:00, a short Saturday, closed on Sunday.

One time zone for the business. Filantis reads every row in the time zone you choose, so the hours mean the same thing on a cloud server abroad as on a server in your office. If your branches are in different time zones, set the hours in the head office's.

3 Add holidays

- 1 On **Settings** → **Office Time**, open the **Holidays** tab and click to add one.
- 2 Give the **Holiday Name** and **Date**, and pick a **Type**.
- 3 Tick **Recurring Yearly** for a holiday on the same date every year, such as 26 January or 25 December.
- 4 Open for part of the day? Tick **Working Day** and enter that day's **Office Start**, **Office End** and break.
- 5 Keep **Status** on **Active** and save. Set it to **Inactive** to ignore a holiday without deleting it.

Add/Edit Holiday

Holiday Name

Christmas Eve

Date

24 Dec 2026

Type

Working Day (Limited Hours)

☒ Working Day

Office Start

10:00

Office End

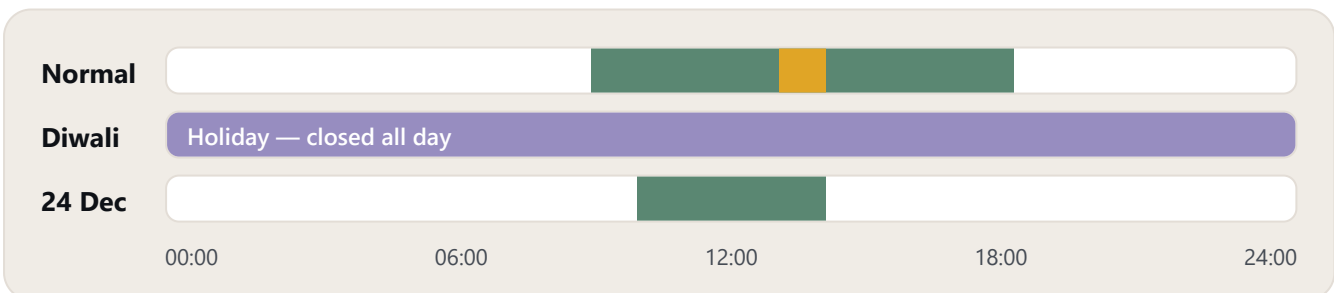
14:00

☒ Recurring Yearly

Cancel

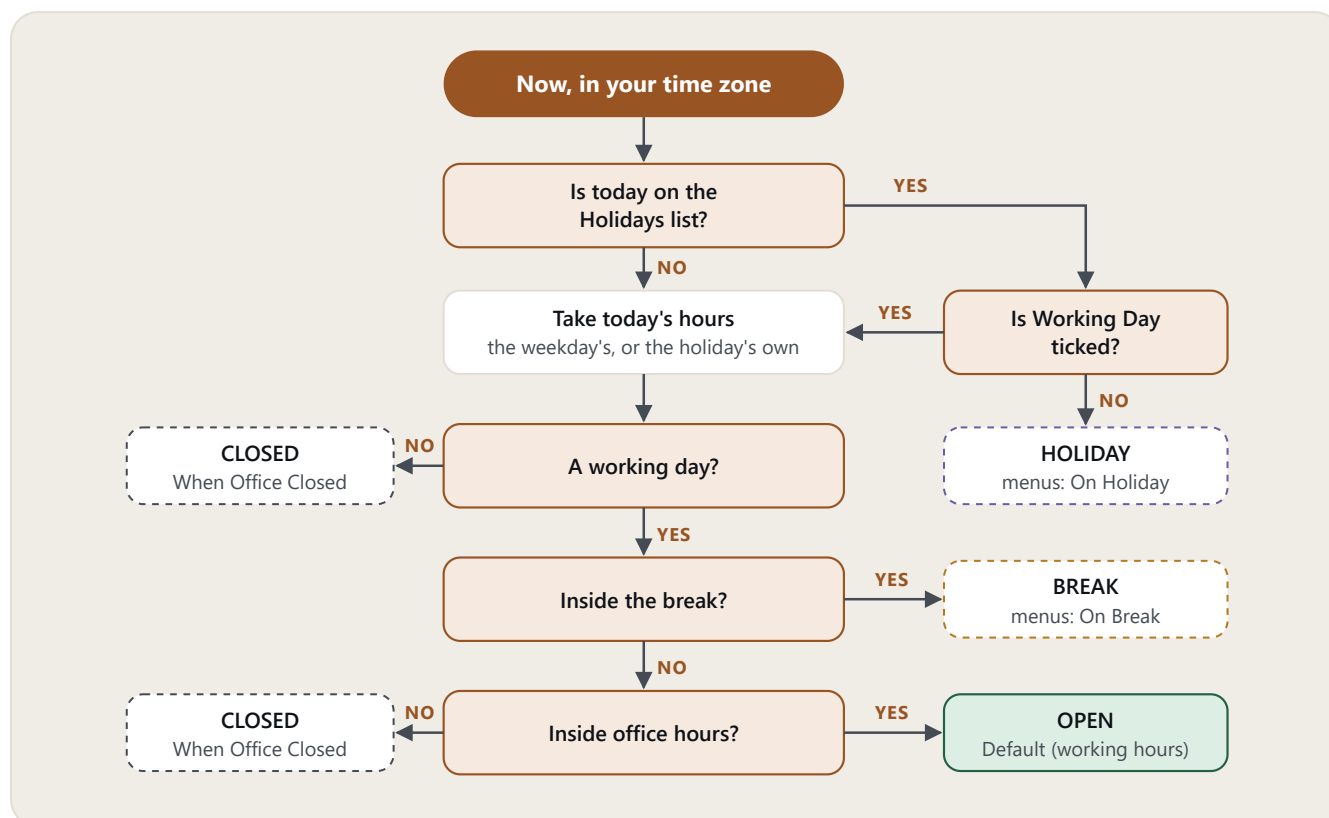
Save

The **Type** — *Public Holiday, Company Holiday, Weekly Closure, Special Event* or *Working Day (Limited Hours)* — labels the day in your list. What decides how calls are handled is the **Working Day** tick:



Not ticked: a holiday all day. **Ticked:** the day's own hours replace the usual ones.

4 How the clock decides



Checked afresh for every call, so a change on Office Time applies to the very next call.

5 Use it in call menus

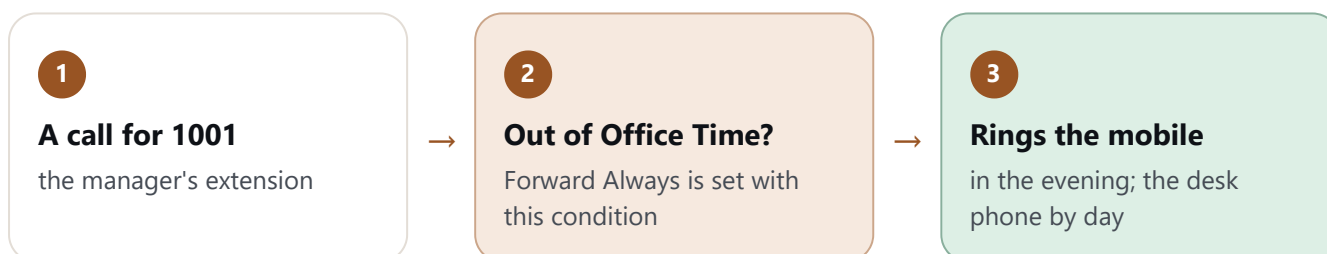
Every [call menu](#) has four destinations — one per state. The menu reads the clock as it answers: on a holiday, a break or outside hours the caller goes straight to that destination; while you are open the menu plays, and **Default** catches callers nobody answered.

STATE	CALL-MENU FIELD	A GOOD CHOICE
 Holiday	On Holiday	A message naming the holiday and when you reopen
 Break	On Break	The team's shared voicemail
 Closed	When Office Closed	Voicemail, or the on-call manager's extension
 Open	Default (working hours)	Reception

6 Use it in forwarding rules

Each forwarding rule on an extension's **Call Transfer** — Forward Always, No Answer and Busy — has a time condition. The rule only acts while its condition is true:

CONDITION	THE RULE APPLIES
All Time	Always — the rule never depends on the clock
Office Time	Only while the office is open
Out of Office Time	Whenever it is not open: before and after hours, breaks, days off and closed holidays
Holiday	Only on a day on the Holidays list
Out of Holiday	Every day except holidays
Out of Office Time or Holiday	Closed, on a break, or a holiday
Office Time and Out of Holiday	Open, and not a holiday — ordinary working hours only
Specific Time	Between two times you type — can run past midnight, such as 22:00–06:00



One rule, two behaviours — the clock switches between them.

Do Not Disturb has a time condition too, so someone can be unreachable only out of office hours. See [Voicemail, forwarding and DND](#).

7 Questions

– We work overnight. Can hours run past midnight?

Each day has one opening window, and it cannot cross midnight. If you never close, set 00:00 to 23:59 on every day. For something that should happen only at night — a mobile that rings from 22:00 to 06:00 — use **Specific Time** on a forwarding rule, which can cross midnight.

- **Do I have to add the same holidays every year?**

Not for fixed-date holidays — tick **Recurring Yearly**. Holidays that move with the calendar, such as Diwali or Easter, are added for each year.

- **What if I forget to set a break?**

Nothing goes wrong: with no break, the day is simply open from start to end.

- **Does a change take effect straight away?**

Yes. The clock is checked on every call, so the next call after you save follows the new hours.

A phone system that knows your hours

Filantis answers after hours, on breaks and on holidays exactly the way you would — and the same calendar sits beside your staff rota, bookings and accounts.

Set once

A week of hours and a list of holidays.

Every route

Call menus and personal forwarding follow it.

Your time zone

Right wherever the server is.

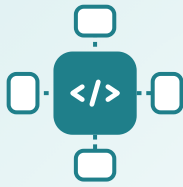
Create my free workspace

See the phone system

What to do next

Put your hours to work in [Build a call menu \(IVR\)](#), and make sure after-hours callers can leave a message with [Voicemail and greetings](#).

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