

Setting up your Auto Attendant Menus

1. Define one Auto Attendant for each purpose or menu -- Business Hours, After Hours, Customer Care, etc.
2. Configure the time schedules for business hours and holiday/non-business hours before you define an Auto Attendant.
3. Setting the same business hours for all Auto Attendants makes the configuration simpler; setting different business hours gives more flexibility.
4. For custom messages, record the audio files (on the Web Interface or the Administrator Voice Portal.)
5. Call the Auto Attendant numbers to test your design.

Tips

- Callers who do not press a key are transferred to the operator.
- For *First-level Extension Dialing*, you are not required to configure a key for extension dialing and you can configure the "1" key (default) for another action.
- Internal menus require only an extension.
- List menu options in order, to let callers know which key is next. For example, after "to reach Mr. A, press 1, to reach Mrs. B, press 2, to reach Mr. C ..." the user knows to press 3 to reach Mr. C without waiting for the prompt.
- List menu options that transfer to the operator last ("... to reach the operator, press 0 or stay on the line.")

Sample Auto Attendants

Main Line Auto Attendant

Number: 301-555-6110

Extension: 6110

Language: English

Business Hours: All the time

Holiday Schedule: None

Name Dialing Entries: Allow callers to begin with either the first or last name of the person they want to reach.

Sample Message: "Welcome to Company ABC. To reach the administration department, press 1; to reach customer service, press 2; to repeat this message, press the pound key; to reach the operator press 0 or stay on the line."

Define the Auto Attendant on Web Interface

1. Under **Group**, click on *Group Services*.
2. Click **Auto Attendant** and then click *Add*. The **Auto Attendant Add** page displays.
3. On the **Phone Number** list, select *301-555-6110*. The extension displays in the **Extension** box.
4. On the **Languages** list, select *English*.
5. On the **Business Hours** list, select *Every Day All Day*.
6. On the **Holiday Schedule** list, select *None*.
7. On the **Name Dialing Entries**, click *LastName + FirstName* and *FirstName + LastName*.

Main Line Auto Attendant: Business Hours

Use Custom Greeting: "Welcome to Company ABC. If you know the extension of the party you are trying to reach, dial it now. To use our automated name directory, please press 2. To reach the administration department, press 3; to reach customer service, press 4; to reach the operator, press 0, or stay on the line."

Select the greeting and configure the keys

1. On the **Business Hours Menu** page for the Main Line Attendant, click on *Personal Greeting* and *Browse* to locate the audio file for the customer greeting.
2. Click *Enable first-level extension dialing* to allow callers to dial an extension immediately after the greeting.

Configure the keys:

Key	Description	Action	Number
0	Group Operator	Transfer to operator	6111
1	Dial by extension	Extension dialing	
2	Dial by name	Name dialing	
3	Administration	Transfer with prompt	6114
4	Customer Service	Transfer with prompt	6115

Main Line Auto Attendant: After Hours

The Main Line Auto Attendant has business hours all the time. You do not need to configure a greeting and dialing menu for after business hours for this Auto Attendant.

Administration Auto Attendant

Extension: 6114
Language: English
Business Hours: Mon to Fri
Holiday Schedule: USA 2006
Name Dialing Entries: Require callers to begin with the last name of they person they want to reach.

Define the Auto Attendant on Web Interface

1. Go to the **Auto Attendant Add** page.
2. On the **Extension** box, type *6114*.
3. On the **Language** list, select *English*.
4. On the **Business Hours** list, select *Mon to Fri*.
5. On the **Holiday Schedule** list, select *USA 2006*.
6. On **Name Dialing Entries**, click *LastName + FirstName*.

Administration Auto Attendant: Business Hours

Use Custom Greeting: "You have reached the administration department of Company ABC. If you know the extension of the party you are trying to reach, dial it now. To use our automated name directory, please press 2. To reach Jean Smith, press 3. To go back to the previous menu, press 4. To reach the operator, press 0 or stay on the line."

Select the greeting and configure the keys

1. On the **Business Hours Menu** page for the Administration Auto Attendant, click *Personal Greeting* and click *Browse* to locate the audio file for the custom greeting.
2. Click *Enable first-level extension dialing* to allow callers to dial an extension immediately after the greeting.

Key	Description	Action	Number
0	Group Operator	Transfer to operator	6111
1	Dial by extension	Extension dialing	
2	Dial by name	Name dialing	
3	Jean Smith	Transfer with prompt	6120
4	Main Line	Transfer with prompt	6110

Administration Auto Attendant: After Hours

Use Default Greeting for First-Level Dialing: "You have reached Company ABC. Our offices

are now closed. If you know the extension of the party you are trying to reach, dial it now. To use our automated name directory, please press 2. Thank you for calling."

Select the greeting

1. On the **After Hours Menu** for the Administration Auto Attendant, click *Default Greeting*.
2. Click *Enable first-level extension dialing* to allow callers to dial an extension immediately after the (default) greeting.
3. Do not configure the keys. The default greeting is played and the default key configurations for keys 0, 1, and 2 are used.

Customer Service Auto Attendant

Number: None
Extension: 6115
Language: English
Business Hours: Mon to Fri
Holiday Schedule: USA 2006
Name Dialing Entries: Callers can begin with the last name or the first name of the person they want to reach.

Define the Auto Attendant on Web Interface

1. Go to the **Auto Attendant Add** page.
2. On the **Extension** box, type *6115*.
3. On the **Language** list, select *English*.
4. On the **Business Hours** list, select *Mon to Fri*.
5. On the **Holiday Schedule** list, select *USA 2006*.
6. On the **Name Dialing Entries**, click *LastName + FirstName* and *FirstName + LastName*.

Customer Service Auto Attendant: Business Hours

Use Custom Greeting: "You have reached the customer service department of Company ABC. If you know the extension of the party you are trying to reach, dial it now. To use our automated name directory, please press 2. To place an order, press 3; to listen to our business hours, press 4; to go back to the previous menu, press the star key; to repeat this menu, press the pound key; to reach an operator, press 0 or stay on the line."

Select the greeting and configure the keys

1. On the **Business Hours Menu** page for the Cus-

customer Service Auto Attendant, click *Personal Greeting* and click *Browse* to locate the audio file for the custom greeting.

2. Click *Enable first-level extension dialing* to allow callers to dial an extension immediately after the greeting.

Key	Description	Action	Number
0	Group Operator	Transfer to operator	6111
1	Dial by extension	Extension dialing	
2	Dial by name	Name dialing	
3	Orders call center	Transfer with prompt	6118
4	Customer Service	Transfer with prompt	6115
*	Back to Main Line	Transfer with prompt	6110
#	Repeat	Repeat Menu	

Recording an Auto Attendant Message (from any network phone)

1. Dial the extension of the Voice Portal (found under Admin Setting/Services/Voice Portal).
2. Press the * key.
3. Dial the Voice Portal extension and press #.
4. Enter the default passcode and press #.
5. Press 1 to change an Auto Attendant. (You may be asked to enter the number of the Auto Attendant if there are multiple entries.)
6. Press 1 for Business Hours or 2 for After Hours.
7. Press 1 to start the recording or press 2 to listen to the current recording. The recording can be made in hands-free mode or by using the handset.
8. When done, hang up to establish the recording.

Customer Service Auto Attendant: After Hours

"You have reached the customer service department of Company ABC. Our offices are now closed. If you know the extension of the party you are trying to reach, dial it now. To use our automated name directory, please press 2. Thank you for calling."

Select the greeting

1. On the **After Hours Menu** page for the Customer Service Auto Attendant, click *Default Greeting*.
2. Click *Enable first-level extension dialing* to allow callers to dial an extension immediately after the (default) greeting.
3. Do not configure the keys. The default greeting is played and the default key configurations for keys 0, 1, and 2 are used.

Orders Call Center

Number: 301-555-6118

Extension: 6118

A call center dispatches calls between call agents. Note that the call center has a phone number, so that customers can call it directly.

Recording an Auto Attendant Message (from a non-network phone)

1. Dial the ten-digit number of the Voice Portal.
2. Enter the Voice Portal extension and press #.
3. Enter the default passcode and press #.
4. Press 1 to change an Auto Attendant. (You may be asked to enter the number of the Auto Attendant if there are multiple entries.)
5. Press 1 for Business Hours or press 2 for After Hours.
6. Press 1 to start the recording or press 2 to listen to the current recording.
7. When done, hang up to establish the recording.

You can also upload a .wav file in the proper format.

