

# Auto Attendant

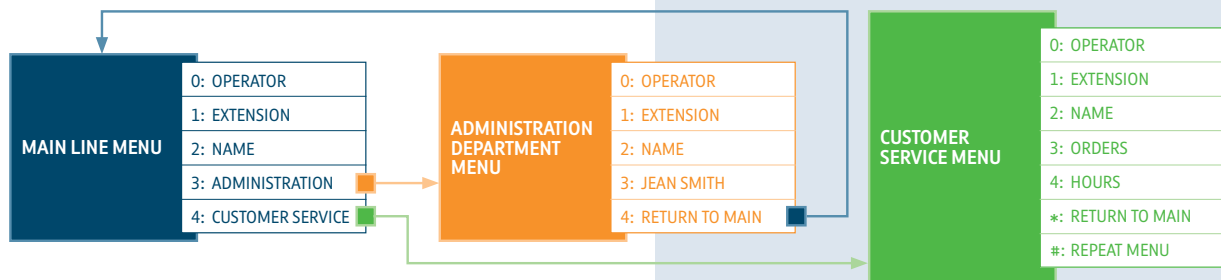
## Quick Reference Guide



### PLAN, DEFINE, AND TEST YOUR AUTO ATTENDANTS

1. Map out your Auto Attendant IVR structure similar to the example provided.
2. Configure time schedules for the organisation's business hours and holiday schedules for non-business days. Setting the same business hours for all Auto Attendants makes the configuration simpler; setting different business hours gives more flexibility.
3. Create a new Auto Attendant for each main menu in your IVR structure and set up their dialing menus.
4. Record custom messages using the voice portal, or upload audio files using the Business Portal web interface (recommended).
5. Call the Auto Attendant numbers to test your design.

### Sample Auto Attendant Structure



This Quick Reference Guide gives an overview of the steps required to create this sample interactive menu structure.

### MAIN LINE AUTO ATTENDANT: REQUIREMENTS

**Number:** 44-5555-006110

**Extension:** 6110

**Language:** English

**Business Hours:** all day every day

**Holiday Schedule:** None

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

**First-level Extension Dialing:** On

**Business Hours Greeting (custom):** "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".

### Define Main Line Auto Attendant

In the Business Portal select the Company, click Services > Sites (select the site) >, click Feature Settings. Click Auto Attendant. Then click New. The Auto Attendant profile page appears.

- From the Phone Number list, select "44 5555 006110". Enter the required extension in the Extension box.
- From the Language list, select "English".
- From the Business Hours list, select "Every Day All Day".
- From the Holiday Schedule list, select "None".
- On the Name Dialing Entries control, click "LastName + FirstName and FirstName + LastName".

### TIPS

- Callers who do not press a key are transferred to the operator position or disconnected if no operator position is configured.
- When using First-level Extension Dialing option, you are not required to configure a key for extension dialing.
- Internal transfers require only an extension.
- List menu options in a predictable and logical order.
- List menu options that transfer to the operator last ("... to reach the operator, press 0 or stay on the line").
- Use the name and extension dialing scope controls to restrict whether your Auto Attendant can direct calls to users in the same Site only or will allow calls to be directed Company wide.

- Click Save and Add More Details.

Select the Business Hours Dialing Menu option.

### Set Business Hours Menu

- Click "Use Personal Greeting".
- Click Browse to locate the audio file recorded for the custom greeting.
- To enable the 'first-level extension dialing' option check the 'Allow callers to dial extension immediately after greeting' box.

Configure the Dialing Menu as follows:

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

- Click OK.
- The Main Line Auto Attendant has business hours 'all day every day', therefore you do not need to configure an after-hours greeting or dialing menu.



## ADMINISTRATION AUTO ATTENDANT: REQUIREMENTS

Extension: 6114

Language: English

Business Hours: Mon to Fri

Holiday Schedule: UK 2009

**Name Dialing Entries:** Require callers to begin with the last name of the person they want to reach.

**First-level Extension Dialing:** On

**Business Hours Greeting (custom):** "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, 4. To reach the operator, press 0 or stay on the line".

**After Hours Greeting (system default for first-level extension dialing):** "Welcome. 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".

### Define Administration Auto Attendant

On the Auto Attendant Profile page:

- In the Extension box, type 6114.
- From the Language list, select "English".
- From the Business Hours list, select "Mon to Fri".
- From the Holiday Schedule list, select "UK 2009".
- On the Name Dialing Entries control, click "LastName + FirstName".
- Click Save and Add More Details.
- Select the Business Hours Dialing Menu option.

### Set Business Hours Menu

- Click "Use Personal Greeting".
- Click Browse to locate the audio file recorded for the custom greeting.
- To enable the 'first-level extension dialing' option check the 'Allow callers to dial extension immediately after greeting' box.

Configure the menu as follows:

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

- Click OK. Select the After Hours Dialing Menu option.

### Set After Hours Menu

- To use the system "Default Greeting" do not select the 'Use Personal Greeting' option.
- To enable the 'first-level extension dialing' option check the 'Allow callers to dial extension immediately after greeting' box.

Do not configure the menu on the After Hours page except to add the 'Operator' destination. The default greeting is played and the default key configurations for keys 0, 1, and 2 are used.

KEY	DESCRIPTION	ACTION	NUMBER
0	OPERATOR	TRANSFER TO OPERATOR	6111
1	DIAL BY EXTENSION	EXTENSION DIALING	
2	DIAL BY NAME	NAME DIALING	

## CUSTOMER SERVICE AUTO ATTENDANT: REQUIREMENTS

Extension: 6115

Language: English

Business Hours: Mon to Fri

Holiday Schedule: UK 2009

**Name Dialing Entries:** Callers can begin with the last name or the first name of the person they want to reach.

**First-level Extension Dialing:** Off

**Business Hours Greeting (custom):** "You have reached the customer service department of Company ABC. If you know the extension of the party you are trying to reach, press 1. 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 hash key. To reach an operator, press 0 or stay on the line."

**After Hours Greeting (system default):** "Welcome. Our offices are now closed. If you know your party's extension, press 1. To use our automated name directory, please press 2. Thank you for calling".

### Define Customer Service Auto Attendant

On the Auto Attendant Profile page:

- In the Extension box, type 6115.
- From the Language list, select "English".
- From the Business Hours list, select "Mon to Fri".
- From the Holiday Schedule list, select "UK 2009".
- On the Name Dialing Entries control, click "LastName + FirstName and FirstName + LastName".
- Click Save and Add More Details.
- Select the Business Hours Dialing Menu option.

### Set Business Hours Menu

- Click "Use Personal Greeting". Click Browse to locate the audio file recorded for the custom greeting.
- Do not check the 'Allow callers to dial extension immediately after greeting' box to enable first-level extension dialing.

Configure the menu as follows:

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 CENTRE	TRANSFER WITH PROMPT	6118
4	CUSTOMER SERVICE	TRANSFER WITH PROMPT	6115
*	BACK TO MAIN LINE	TRANSFER WITH PROMPT	6110
#	REPEAT	REPEAT MENU	

- Click OK. Select the After Hours Dialing Menu option.

### Set After Hours Menu

- To use the system "Default Greeting" do not select the 'Use Personal Greeting' option.
- To enable the 'first-level extension dialing' option check the 'Allow callers to dial extension immediately after greeting' box.
- Do not configure the menu on the After Hours page except to add the 'Operator' destination. The default greeting is played and the default key configurations for keys 0, 1, and 2 are used.

## ORDERS CALL CENTRE

Number: 44-5555-006118

Extension: 6118

A call centre dispatches calls to specified agents. Note that the call centre has a direct line phone number, therefore customers have the option to call it directly.