

# AUTO ATTENDANT

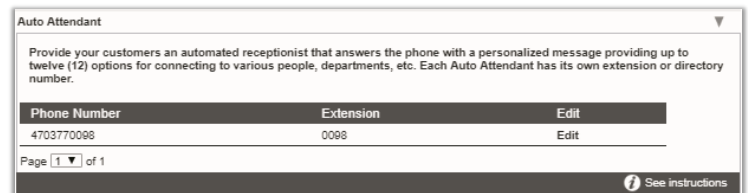
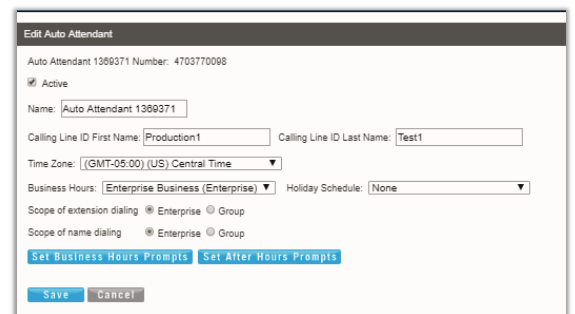
Each Auto Attendant is assigned its own extension or directory number. Where available, Administrators may have access to manage the basic settings for these automated receptionist line(s) that answer the phone with a personalized message and/or options for actions that may be taken by the caller (Press 1 to dial Marketing, Press 2 to dial Sales, etc.). Each Auto Attendant offers up to twelve (12) action options for connecting to various people, departments, or queues.

## Set Up

1. Sign into the **Cloud Services Portal** website using the URL provided to you.
2. Click on the **Locations & Groups** menu option to review current Group/Location list information.
3. Click the **Edit** icon adjacent to the correct Group/Location to review its Feature Settings list.

### Manage Auto Attendant Basic Settings

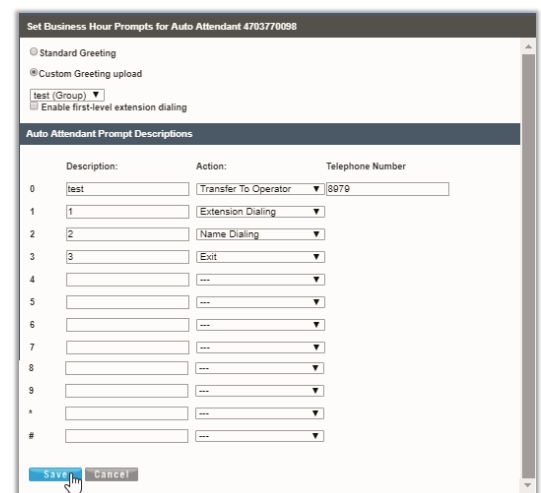
1. Click on the **Edit** link next to the Auto Attendant listing to review the current settings.
2. Make the following changes, *as needed*:
  - ❖ **Active:** Click within the check box to set to  Active or to  disable the feature.
  - ❖ **Name:** Type a name that displays in lists.
  - ❖ **Calling Line ID First Name / Last Name:** Type the name that will show when transferred from this line.
  - ❖ **Time Zone:** Select the appropriate time zone where the Auto Attendant (or Location/Group) resides.
  - ❖ **Business Hours:** Select the Appropriate option from the drop-down menu.
  - ❖ **Holiday Schedule:** Select the Appropriate option from the drop-down menu.
  - ❖ **Scope of extension dialing:** Select  Enterprise or  Group.
  - ❖ **Scope of name dialing:** Select  Enterprise or  Group.
3. Click **Save** to submit the changes.

### Manage Auto Attendant Business or After Hours Prompts

While viewing the *Edit Auto Attendant* dialog:

1. Click on the **Set Business Hours Prompts** or **Set After Hours Prompts** button.
2. Select  Standard Greeting or  Custom Greeting, choose a greeting from the drop-down menu. (upload a greeting file to the Announcement Repository to view selections here)
3. **Enable first-level extension dialing:** Click within the check box to  enable.
4. Add/Edit/Delete Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
5. Click the **Save** button to submit these changes and return to the Edit Auto Attendant dialog.
6. Click the **Save** button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.



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## USE

Each Auto Attendant is automated once set up. Auto Attendant greetings, menu options/prompts, etc. may be reviewed or updated via the online portal (see page 1).

Some frequently changed Auto Attendant features may also be managed via an in-system desktop telephone device (where enabled/activated in the portal - see page 1).

### Access the Auto Attendant Menu via System Phone

Complete the following steps when prompted to access the Auto Attendant menu options:

1. Dial **\*98** from a system phone to access the menu.
2. Press the **Star \*** key when prompted for a passcode
3. Enter **9999** at the Mailbox prompt
4. Enter **<System Passcode>** and press **#** (Example passcode entry: **8642#**)
5. Select option **1** - Change Auto Attendant Greetings.
6. If more than one Auto Attendant is in use, enter the appropriate Auto Attendant number when prompted.
7. When prompted, choose the preferred Auto Attendant menu options to:  
Change Greetings, Change Business or After Hours prompts, Record New Greetings, etc.
8. Follow the system instructions to complete your tasks or return to the menu and select another option.

*Note: An Auto Attendant must be defined and enabled (Active) for use in order to manage it via the phone system. Contact your Account Manager or Customer Support for additional assistance with Auto Attendants or to retrieve your system passcode.*