AUTO ATTENDANT - TREE

Manage the advanced settings for Auto Attendant lines and create one or more **submenus** to handle additional prompts and actions for multiple calling schedules, individual departments, specific events, etc.

Working with Auto Attendant - Tree

- 1. Log into your My Cloud Services Portal using the Admin account credentials, or access the portal via Settings [**S**] in RPX.
- 2. Click on the Location menu option to review your locations/groups.
- 3. Select the appropriate location in the list and click the Edit 🕢 button adjacent to it (far right column).
- While in the Settings page, click the adjacent View/Edit arrow next to Auto Attendant Tree to manage the feature settings.

EDIT AUTO ATTENDANT - TREE ADVANCED SETTINGS

- 1. Click on the Edit link next to the Auto Attendant number 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 Auto
 Attendant.
 - Name: Type a name that displays in lists.
 - Calling Line ID First Name / Last Name: Type the name that will show on Caller ID for this Auto Attendant
 - **Department:** Choose an option from the drop-down menu.
 - Language: Choose an option from the drop-down menu.
 - Time Zone: Select the appropriate time zone where the AutoAttendant (or Location/Group) resides.
 - Network Class of Service: Choose an option using the drop-down menu.
 - Enable video support: Click within the checkbox to ☑ enable or disable □.
 - Scope of extension dialing: Select ⊙ Enterprise or ⊙
 Group.
 - Scope of name dialing: Select O Enterprise or
 O Group.
 - **Name Dialing Entries:** Select the display type option for names.
 - * Transfer to the operator after ____ seconds of inactivity: Enter an amount of time (seconds).
- 3. Click Save to submit the changes and return the Auto Attendant Tree list.

Auto Attendant – Tree			►			
Provide your customers an automated receptionist that answers the phone with a personalized message providing up to twelve (12) options for connecting to various people, departments, etc. Each Auto Attendant has its own extension or directory number.						
Phone Number	Extension	Edit				
4706321472	1472	Edit				
Page 1 🔻 of 1						
		A See inst				

9 Active								
Name: Au	o Attendant	1360264						
	ID First Nam			Са	Iling Line ID	Last Name:	Tree	
Department	-Select D	epartment		Ŧ	Language:	English V	1	
	(GMT-05:0 Class Of Se	0) (US) Cent rvice V	al Time	٣	Network Cla	ss of Service	E:	
Enable	video support							
Scope of ex	tension dialin	g 🔍 Enterpris	e 🖲 Group	O Depa	artment			
Scope of na	me dialing	Enterprise	e 🖲 Group	O Depa	rtment			
Name Dialir	g Entries:	LastNam	e + FirstNan	ne 🔍 Last	Name + Firs	tName and	FirstName + LastN	ame
	the operator ness Hour		Set Afte			f inactivity. Set Ho	liday Prompts	Submenus
Save	Cancel							

AUTO ATTENDANT - TREE

SET AUTO ATTENDANT - TREE BUSINESS HOURS PROMPTS

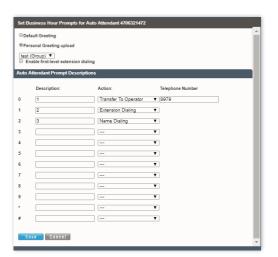
- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- 2. Click on the Set Business Hours Prompts button.
- 3. Select ⊙ **Default Greeting** or ⊙ **Personal Greeting upload** and choose a greeting from the drop-down menu.
- Click within the checkbox to ☑ Enable first-level extension dialing.
- 5. Add **Auto Attendant Prompt Descriptions** and **Actions** for each line (up to 12), as needed.
- 6. Click the Save button to submit the changes and return to the Edit Auto Attendant dialog.
- 7. Click the Save button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

SET AUTO ATTENDANT - TREE AFTER HOURS PROMPTS

- 1. Click on the Edit link next to the Auto Attendant listing to review the current settings.
- 2. Click on the Set After Hours Prompts button.
- 3. Select ⊙ **Default Greeting** or ⊙ **Personal Greeting upload** and choose a greeting from the drop-down menu.
- 4. Click within the checkbox to ☑ Enable first-level extension dialing.
- 5. Business hours: Choose an option from the drop-down menu.
- 6. Add **Auto Attendant Prompt Descriptions** and **Actions** for each line (up to 12), as needed.
- 7. Click the Save button to submit the changes and return to the Edit Auto Attendant dialog.
- 8. Click the Save button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

SET AUTO ATTENDANT - TREE HOLIDAY PROMPTS

- 1. Click on the Edit link next to the Auto Attendant listing to review the current settings and make changes, *as needed*.
- 2. Click on the Set Holiday Prompts button.
- 3. Select ⊙ **Default Greeting** or ⊙ **Personal Greeting** upload and choose a greeting from the drop-down menu.
- 4. Click within the checkbox to ☑ Enable first-level extension dialing.
- 5. **Holiday Schedule**: Choose an option from the drop-down menu.
- Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
- 7. Click the Save button to keep the Holiday Prompt changes.
- 8. Click the Save button in the list view to submit all changes.



	fault Greeting rsonal Greeting upload		
lon	e v nable first-level extension	distan.	
isir	nable first-level extension ness Hours None	i dialing ▼	
ito	Attendant Prompt Desc	riptions	
	Description:	Action:	Telephone Number
	1	Transfer To Operator	▼ 8979
	2	Extension Dialing	Ŧ
	3	Name Dialing	¥
			T
			T
			T
			•
			•
			T
			 T
			• •
			•
			V
	ave Cancel		

	fault Greeting		
Per	rsonal Greeting upload		
lon Fr	e v nable first-level extension	dialing	
bild	ay Schedule None	Y	
to.	Attendant Prompt Desc	riptions	
	Description:	Action:	Telephone Number
	1	Transfer To Operator	▼ 8979
	-		
	2	Extension Dialing	Ŧ
	3	Name Dialing	T
			T
			T
			T
			¥
			Ŧ
			T
			v
			T
			T
			•

888.538.3960

AUTO ATTENDANT - TREE

ADD AUTO ATTENDANT - TREE SUBMENUS

The advanced settings in *Auto Attendant – Tree* offer the ability to create one (1) overall Auto Attendant PLUS multiple Auto Attendants under it that can be set up to handle calls or specific work for locations, groups or departments, and more.

- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- 2. Click on the **Submenus** button to open the Set Submenus for... dialog.
- 3. Click on the Add button to begin creating a new Auto Attendant *Submenu*.
- 4. Define the following, as needed:
 - **Submenu ID:** Type a name that displays in lists.
 - Select O Default Greeting or O Personal Greeting upload and choose a greeting from the dropdown menu.
 - ◆ Click within the checkbox to ☑ Enable extension dialing at any time.
 - Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
- Click Save to submit the changes and return the Auto Attendant list. Repeat to add more Auto Attendant - Tree Submenus, as needed.

EDIT AUTO ATTENDANT - TREE SUBMENUS

- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- 2. Click on the **Submenus** button to open the Set Submenus for... dialog.
- 3. Click on the Edit link next to the Submenu.
- 4. Modify the settings or prompts, as needed.
- 5. Click the Save button to submit the Submenu changes and return to the Auto Attendant Tree setting view.
- Click the Save button in the Settings view to update the system with the new setup and close the dialog.

DELETE AUTO ATTENDANT - TREE SUBMENUS

Caution: This action is immediate and cannot be undone.

- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- 2. Click on the **Submenus** button to open the Set Submenus for... dialog.
- 3. Click within the checkbox ☑ next to the Submenu you wish to delete from the list.
- 4. Click on the Delete button to remove the selection and close the *Set Submenu for...* dialog.



escription:	Action:	Telephone Number
operator	Transfer To Operator	¥ 4075551212
greeting	Play Announcement	▼ [sest (Group) ▼
		Ŧ
		T
		*
		T
		*
		*
		٣
	1	•
		•
	[•

Submenu Id	in Use	Edit	
test		Edit	