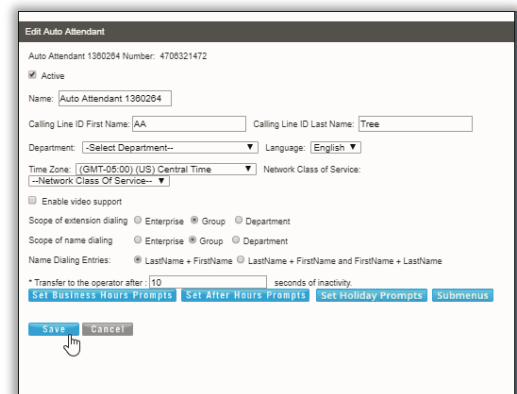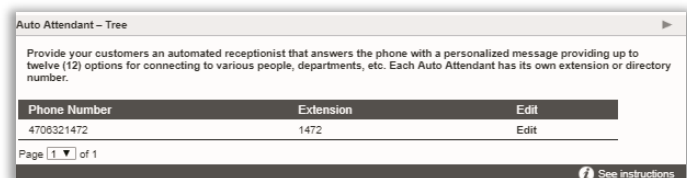# AUTO ATTENDANT - TREE

MOMENTUM
T E L E C O M

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).
4. 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 Auto Attendant (or Location/Group) resides.

   ❖ **Network Class of Service: C**hoose 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 ⊙ **Enterprise** or ⊙ **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.

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.

4. 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.
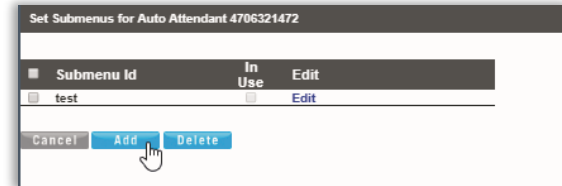
SET AUTO ATTENDANT - TREE HOLIDAY PROMPTS

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.

6. **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.
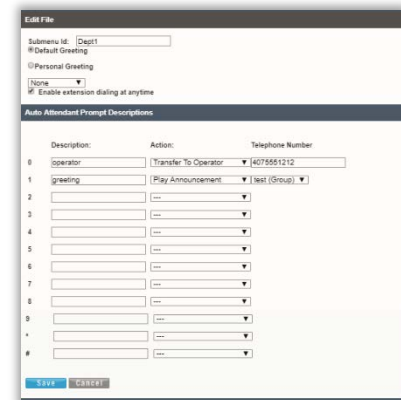
ADD AUTO ATTENDANT - TREE SUBMENUS

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 ⊙ Default Greeting** or **⊙ Personal Greeting upload** and choose a greeting from the drop-down 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.
5. 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.
6. 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.