


# 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 Admin account credentials.
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:** Choose an option using the drop-down menu.

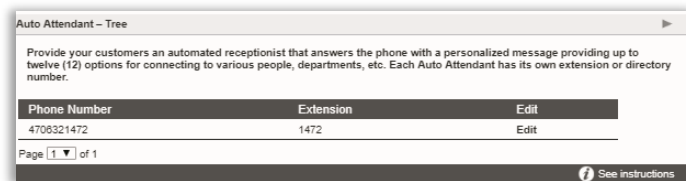
❖ **Enable video support:** Click within the check box to  enable or disable .

❖ **Scope of extension dialing:** Select  **Enterprise** or  **Group**.

❖ **Scope of name dialing:** Select  **Enterprise** or  **Group**.

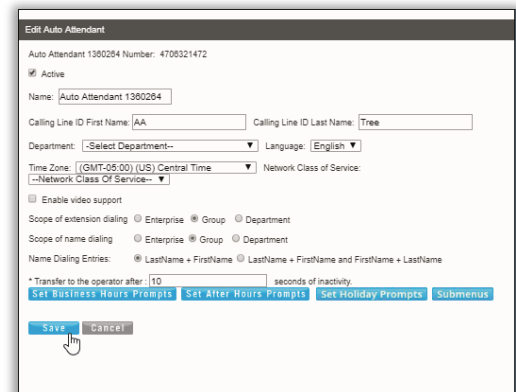
❖ **Name Dialing Entries:** Select the display type option for names.

❖ **Transfer to the operator after \_\_ seconds of inactivity:** Enter an amount of time (seconds).



Phone Number	Extension	Edit
4708321472	1472	Edit

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**Edit Auto Attendant**

Auto Attendant 1380284 Number: 4708321472

Active

Name: Auto Attendant 1380284

Calling Line ID First Name: AA Calling Line ID Last Name: Tree

Department: [Select Department--] Language: English

Time Zone: (GMT-05:00) (US) Central Time Network Class of Service: [Network Class Of Service--]

Enable video support

Scope of extension dialing:  Enterprise  Group  Department

Scope of name dialing:  Enterprise  Group  Department

Name Dialing Entries:  LastName + FirstName  LastName + FirstName and FirstName + LastName

\* Transfer to the operator after: 10 seconds of inactivity

[Set Business Hours Prompts](#) [Set After Hours Prompts](#) [Set Holiday Prompts](#) [Submenus](#)

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 Business Hour Prompts for Auto Attendant 4706321472

Default Greeting  
 Personal Greeting upload  
 [test (Group)]  
 Enable first-level extension dialing

Auto Attendant Prompt Descriptions

Description:	Action:	Telephone Number
0	1	Transfer To Operator [8070]
1	2	Extension Dialing
2	3	Name Dialing
3		---
4		---
5		---
6		---
7		---
8		---
9		---
*		---
#		---

[Save] [Cancel]

## 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 After Hour Prompts for Auto Attendant 4706321472

Default Greeting  
 Personal Greeting upload  
 [None]  
 Enable first-level extension dialing  
 Business Hours [None]

Auto Attendant Prompt Descriptions

Description:	Action:	Telephone Number
0	1	Transfer To Operator [8070]
1	2	Extension Dialing
2	3	Name Dialing
3		---
4		---
5		---
6		---
7		---
8		---
9		---
*		---
#		---

[Save] [Cancel]

## 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.

Set Holiday Prompts for Auto Attendant 4706321472

Default Greeting  
 Personal Greeting upload  
 [None]  
 Enable first-level extension dialing  
 Holiday Schedule [None]

Auto Attendant Prompt Descriptions

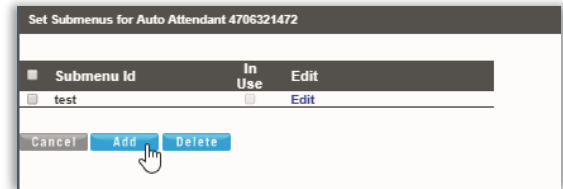
Description:	Action:	Telephone Number
0	1	Transfer To Operator [8070]
1	2	Extension Dialing
2	3	Name Dialing
3		---
4		---
5		---
6		---
7		---
8		---
9		---
*		---
#		---

[Save] [Cancel]

## ADD AUTO ATTENDANT - TREE SUBMENUS

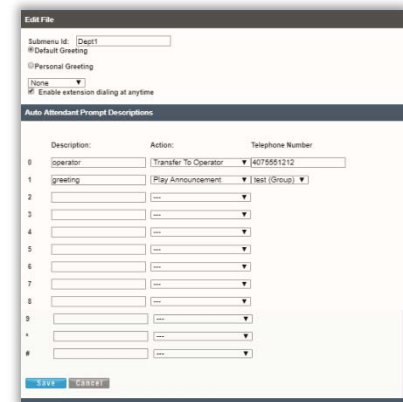
The advanced settings in *Auto Attendant – Tree* offer the ability to create one (1) overall Auto Attendant PLUS multiple Auto Attendants under it that can be set up to handle calls or specific work for locations, groups or departments, and more.

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.
3. 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 SUBMENU

**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.

