Office Manager:
Auto Attendants

Contents

1. Office Manager: Auto Attendants

The Auto Attendants icon, as seen in figure 1.a, will take you to the Auto Attendants center, as seen in figure 1.b. Auto Attendants are interactive voice recordings that allow callers to make selections in order to route their call to their desired destination.

The most common use case for an Auto Attendant is having the main company phone number pointed to an Auto Attendant. When callers then call into the business, they can be routed to the party they are trying to reach by listening to the menu prompt options or dialing a user's extension directly.

Clicking the Auto Attendants icon at the top of the Manager Portal navigation options will take you to your Auto Attendant center. Here you can edit existing Auto Attendants, delete them, and create new ones.
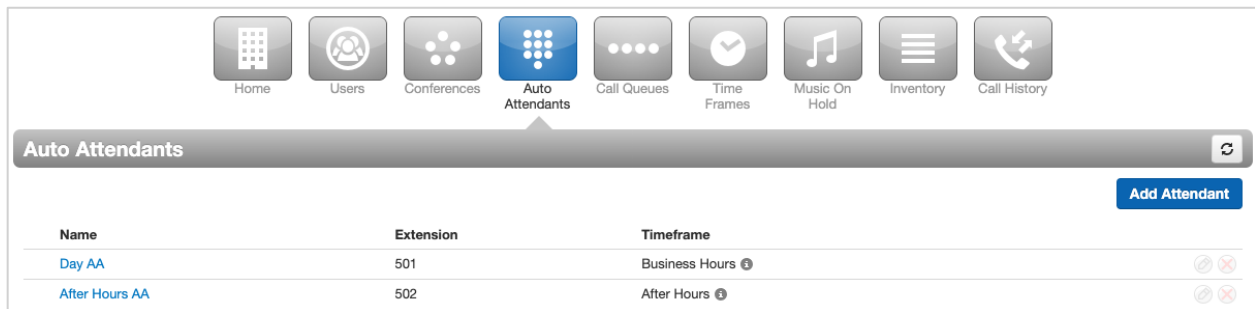

Figure 1.a

Figure 1.b

1.1   Creating a New Auto Attendant

To add an Auto Attendant, click the Add Attendant button in the top right, as seen in figure 1.1.a.

Figure 1.1.a

The Add an Auto Attendant window will appear, as seen in figure 1.1.b. Name the Auto Attendant and give it an extension. Note the extension cannot be changed once the Auto Attendant has been created. Then select a Time Frame for the Auto Attendant to be in effect. Click Add to create the Auto Attendant.

Figure 1.1.b

1.2   Intro Greeting

Clicking on the speaker next to Manage Greetings will display the Manage Greetings window as seen in figure 1.2.a. Here you can Upload a new intro greeting or record a new one. Then you can select a Time Frame for that message so it will only play during the selected Time Frame.

Figure 1.2.a

1.3   Menu Prompt

Clicking the Edit icon next to the Menu Prompt option, as seen in figure 1.4.a, will allow you to record a message, letting callers know what digits will route them to what application or destination.

1.4   Dial Pad Menu

The Dial Pad Menu options, as seen in figure 1.4.a, is where you configure what digits correlate with an application. When you select a digit, you will see the applications you can choose to assign to it. When clicking on a digit and selecting an application you can see the options you can configure the application with.
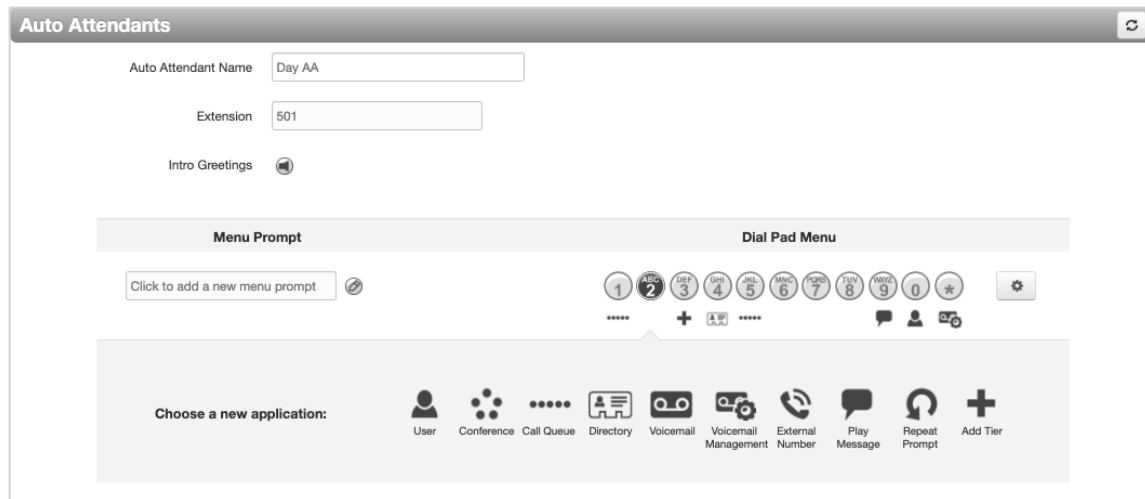

Figure 1.4.a

1.4.1 User

The User application, as seen in figure 1.4.1.a, will allow you to forward the caller to an extension on the system of another user. It will also give you the option to add a prefix to the call ID so the user that the call is being forwarded to knows the call is being routed from an auto attendant.
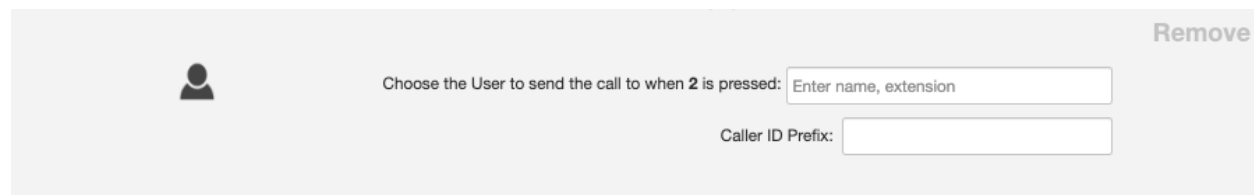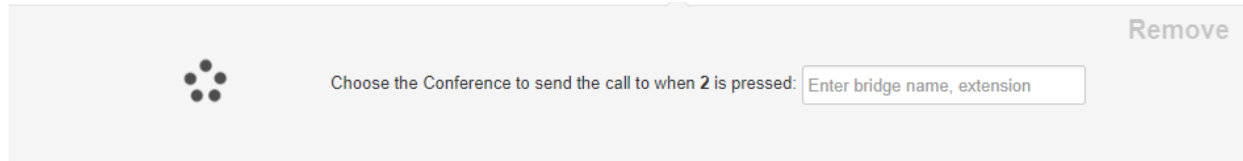

Figure 1.4.1.a

1.4.2 Conference

The Conference option,, as seen in figure 1.4.2, will allow you to forward the call to the Conference Bridge you enter into the Enter Bridge Name, Extension option field.
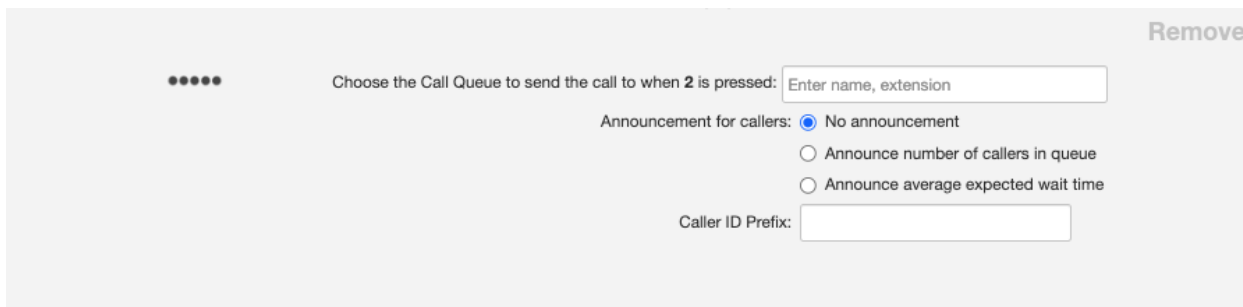

Figure 1.4.2.a

1.4.3 Call Queue

Call Queue options, as seen in figure 1.4.3.a, allow the caller to be forwarded to a Call Queue. It also allows:

- the system to announce the number of callers in the queue ahead of the caller.
- the system to announce the average expected wait time.
- a Caller ID prefix to be added so the agent in the queue knows the call was routed to them from an Auto Attendant.
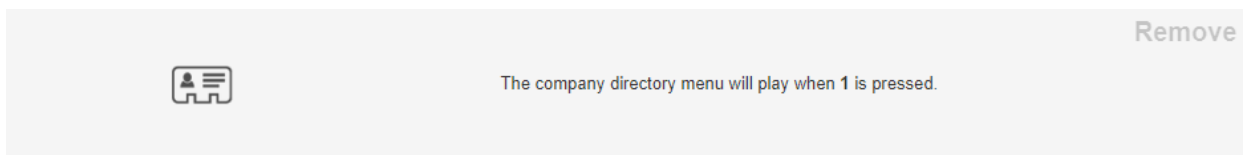

Figure 1.4.3.a

1.4.4 Directory

The Directory option, as seen in figure 1.4.4.a, sends the call to the company directory.

Figure 1.4.4.a

1.4.5 Voicemail

The Voicemail option, as seen in figure 1.4.5.a, will forward a caller to the voicemail extension entered.
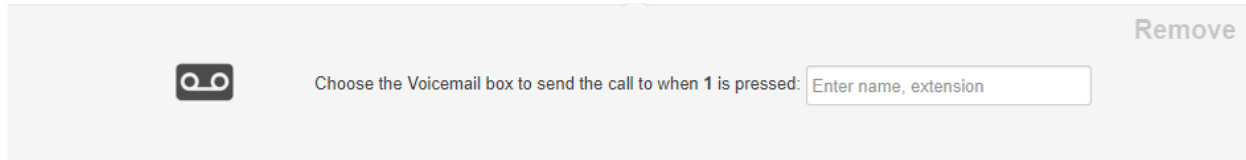

Figure 1.4.5.a

1.4.6 Voicemail Management

The Voicemail Management option, as seen in figure 1.4.6.a, allows users on the system to enter their extension number and PIN. Then they can check messages and manage their voicemail account.
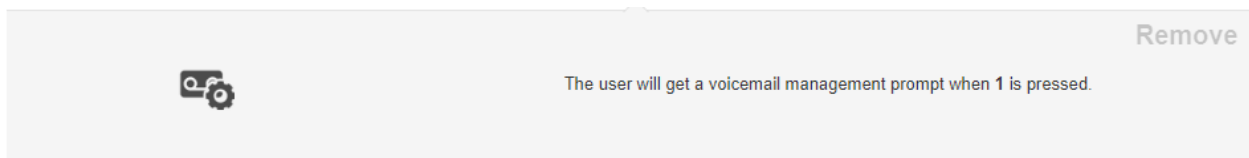

Figure 1.4.6.a

1.4.7 External Number

The External Number option, as seen in figure 1.4.7.a, will forward the call to another telephone number.
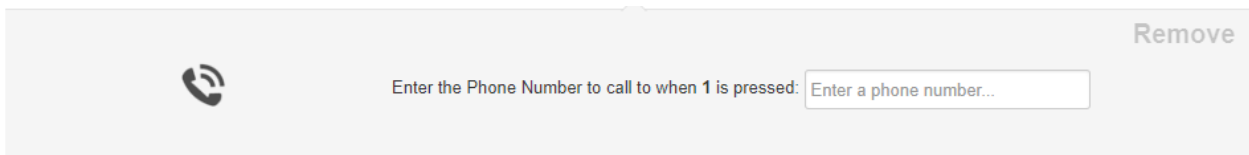

Figure 1.4.7.a

1.4.8 Play Message

The Play Message option, as seen in figure 1.4.8.a, allows you to record a message that will be played to the caller. Then you can decide how to route the call after the message has been played.
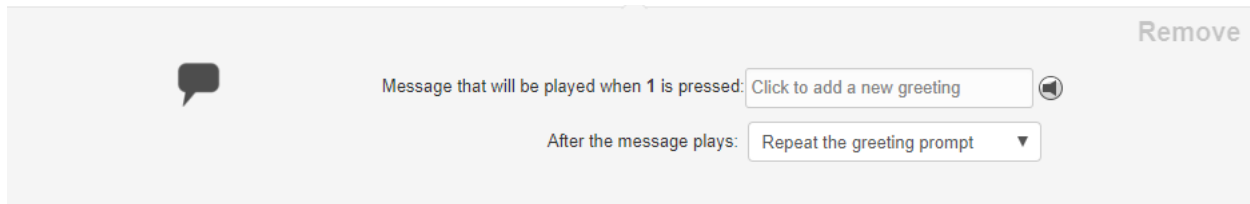
Figure 1.4.8.a

1.4.9 Repeat Prompt

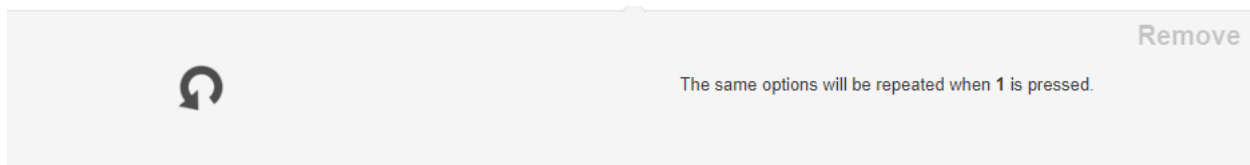The Repeat Prompt option, as seen in figure 1.4.9.a, will replay the menu prompt message.

Figure 1.4.9.a

1.4.10 Add Tier

The Add Tier option, as seen in figure 1.4.10.a, will allow you to add another dial pad menu to the Auto Attendant.

Once another tier has been added you will see the same options, except for Add Tier as you cannot add another tier. The option for the Previous Menu appears so the caller can route back to the original Auto Attendant level.
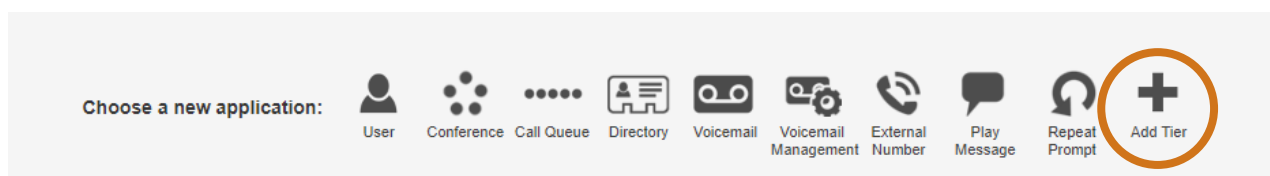
You cannot add a tier to 0 or the star key.

Figure 1.4.10.a

1.4.11 Options

The Gear Icon, as seen in figure 1.4.11.a, takes you to the options settings window for the Auto Attendant, as seen in figure 1.4.11.b. Here, you can control the caller's experiences.
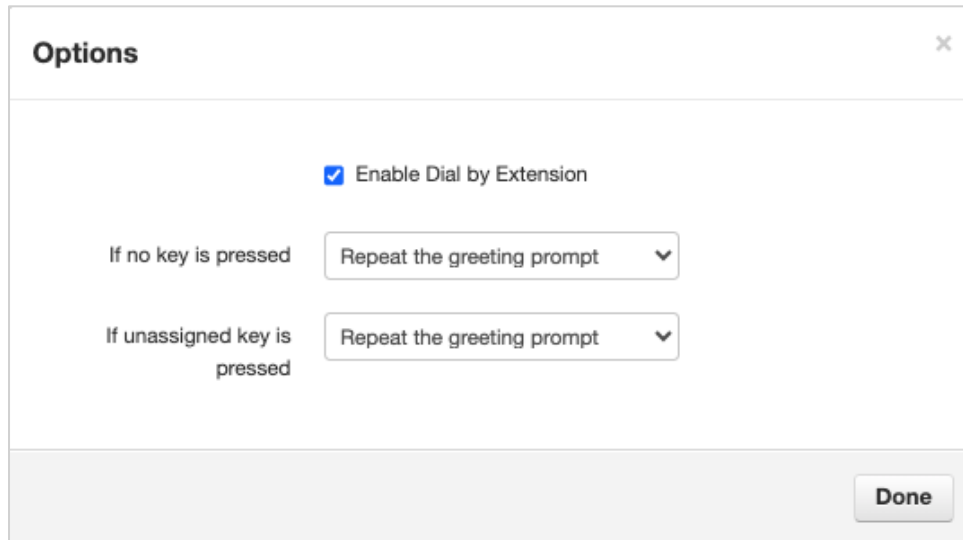
Figure 1.4.11.a

Figure 1.4.11.b

1.4.11.1 Enable Dial by Extension

Enable Dial by Extension, as seen at the top of figure 1.4.11b, allows you to enable calling an extension directly from the Auto Attendant, if the caller knows the user's extension number.

1.4.11.2 If No Key is Pressed

This drop down, as seen in figure 1.4.11.b, allows you to select a dial pad menu option, repeat the menu prompt recording, or hang up the call if no digit is pressed when the caller is in the Auto Attendant.

1.4.11.3 If Unassigned Key is Pressed

This drop down, as seen in figure 1.4.11.b, allows you to configure what to do with the call if the caller does not press any digits when in the Auto Attendant and what do to if the caller presses a key that is not configured in the Dial Pad.