## **Add Auto Attendants**

Last Modified on 09/30/2015 12:41 pm EDT

Auto-attendants are used to play recorded messages to inbound callers and offering them options to route to other extensions. Common uses include answering all inbound calls, answering out of hours calls, answering special nuumbers, and more. Auto-attendants have additional capabilities (see Auto-Attendants in the Global Administrator manual for more detail.)

To set up an auto-attendant:

1. Login to User/Group Management (see Login to User/Group Management)





3. Click on the New Auto Attendant icon in the toolbar (just under File). This will create a New Auto Attendant.



4. Enter a Name to uniquely describe this Auto-Attendant. For example, Night Answer for 7688 number.

General Menu Ch	Attendant	
<u>N</u> ame: <u>E</u> xtension:		
DID number:		
<u>D</u> escription: Send <u>f</u> ax calls to:	System Default - (not set)	
	< no organizations defined >	
	runk calls via caller ID	n'
Allow administ Password:	rator login	Chr
	OK Cancel Help	
	OK Cance Help	

- 5. Enter a unique extension for this Auto-Attendant. Extensions are normally begin with 5 and have four digits.
- 6. The Description field is optionally available to provide more detail about the purpose of this Auto Attendant.
- 7. Click on the Audio tab to create an introduction message. Click on Add.

🎻 Untitled - Aut	o Attendant 🛒 🔿 👘			×
General Menu	Choices Scheduled Ac	ctions Audio Advanc	ed	
<u>M</u> usic on hold:	(Use system default)			•
<u>P</u> lay active gree	eting before offering menu	a choices:		
Name	Text			
<u>S</u> et Active		<u>A</u> dd	<u>E</u> dit	<u>D</u> elete
		ОК	Cancel	<u>H</u> elp

8. Enter a name to describe the audio prompt. Then click on the record button (Red circle). The phone will go off-hook (or ring if it's an analog phone). Record the prompt and click the stop button (blue square).

🗣 Untitled - Greeting 🛛 🗙	
Name: Date recorded:	
Contents:	
Audio	ontent
Previous Next OK Cancel Help	Cor

**Note:** <u>Studies</u> show that introductions on auto-attendants should be short and to the point. Try to keep the introduction prompt down to 3 seconds.

9. It's also possible to import an existing audio file as the prompt. Use the import button and browse to the prompt file. The file must be already on the Wave.

🥏 Untitleo	d - Greeting	×
Na <u>m</u> e:	Date recorded:	
<u>C</u> ontents:	1 II C	]
- Audio		1
Not cor	nnected to record, press to connect	
Previou	us Next OK Cancel Help	

- 10. Click OK to save the prompt.
- 11. Click on the Menu Choices tab to add options to the Auto Attendant. Click Add.

🎻 Untitled - Auto Attendant 🛛 🔀	
General Menu Choices Scheduled Actions Audio Advanced	
Key Description	
nothing Transfer to Attendant (x 0)	
Add Edit Delete	
Number of seconds before performing 'nothing' menu choice: 3	
Process all other digits as user extensions	
Prevent type-ahead	
<u>Restrict dial-by-name and extension matching to members of:</u>	
< no groups defined >	
OK Cancel <u>H</u> elp	

12. Use the top section to record a prompt specific for this menu option.

Edit Menu Choice
General Advanced
Prompt to offer this menu choice:
L      Not connected to record, ptess to connect
When caller presses: 0 Perform action: Transfer to user
9830 Phone       ▲         Admin       Station 101         Station 102       Station 103         Test 9820       ▼
Announce: Name or extension
OK Cancel <u>H</u> elp

13. Choose the digit for this menu option (each digit can only be used once in an autoattendant.

Edit Menu Choice	
General Advanced	
Prompt to offer this menu choice:	
Not connected to record, press to connect	
When caller presses: 0	ant.
Perform action: Transfer to user	all'
9830 Phone Admin Station 101	ase content
Station 102 Station 103	Se
Test 9820	00
OK Cancel <u>H</u> elp	

14. Click on the Perform Action dropdown box to choose what kind of action to choose for this option.

When caller presses: 0			
Perform action:	Transfer to user		
9830 Phone Admin Station 101 Station 102 Station 103 Test 9820 A <u>n</u> nounce: Na	Transfer to user Send to voice mail Play message User login Dial by name Jump to auto attendant Transfer to Queue Transfer to Hunt Group		

- Transfer to user- Select an individual user's extension to transfer to.
- Send to voice mail- Transfer directly to a voice mailbox without ringing an extension.
- Play message- Record a prompt to playback when this option is chosen (for example, play directions to the office.)
- User login- Provide a prompt to allow a user to enter their extension and access their voice mailbox with a password.
- Dial by name- Access a directory of all extensions.
- $\circ$  Jump to auto attendant- Transfer to another auto attendant.
- $\circ\,$  Transfer to Queue- Send the call to a contact center queue.
- $\circ\,$  Transfer to Hunt Group- Send the call to an ACD group.
- $\circ\,$  Auto attendant configuration- With a password, a caller can change the

prompt on the auto attendant (for example, to play an inclement weather message saying the office is closed.)

- $\circ\,$  Transfer to Meetme Conference Room- Send the caller to a Meetme Conference Room.
- 15. For most options, there will be a need to specific a target extension.
- 16. Next, add additional menu options.
   Note: <u>Studies</u> show that auto attendants should not have more than 5 menu options. Also, do not stack too many levels of auto attendants.
- 17. The last step is to add scheduled options. These options change routing based on time of day.

🌮 Untitled - Auto Attend	nt	
General Menu Choices	Scheduled Actions Audio Advanced	
Immediately execute an a	tion during the following times:	
Enabled Description	Action	
	r nowledge	
IP KINO'		
Add Edit Delete		
. cal	OK Cancel <u>H</u> elp	

18. Choose the schedule during which the this Action will occur. All of the standard options are based on the Wave business hours. If business hours have not been previously set, then click the Business Hours to establish the company's hours.

Schedule Action	1
Occurrence Action	
This schedule entry occurs:	
Ouring business hours	
C During <u>n</u> onbusiness hours	
C After business hours on <u>w</u> orkdays	
C On nonwor <u>k</u> days	
C On <u>h</u> olidays	
C During <u>c</u> ustom hours	
Business Hours Custom Hours	
✓ Enable this schedule action	content
	CO CO
OK Cancel Help	

19. Click the Enable this schedule action checkbox to enable this scheduled action.

ÚS

20. Choose the Action tab to set the resulting action for this schedule.

Schedule Action	
Occurrence Action	
This schedule entry:	
<ul> <li>Iransfers to:</li> </ul>	
Default Auto Attendant (x 560)	
C Plays greeting:	
Set these custom data and skill requirements:	o III
Custom Data / Skill Requirement Value	
	Content Secontent
Add	
OK Cancel	Help

- 21. The two options are to either transfer to another extension (for example, transfer to an out of hours auto attendant with different options), or play a different greeting while still offering the auto-attendant menu choices. When doing the latter, use the audio toolbar to record the greeting or import a file.
- 22. Click OK to complete the auto attendant.

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