



## Auto Attendant Basic Set Up

### Auto Attendant Capabilities

Each Auto Attendant provides the ability for a Day Greeting, a Night Greeting and if desired a Holiday Schedule. The only time you will need multiple auto attendants is if you have two telephone numbers that need to have different greetings, for instance if the customer has ABC Company and XYZ Company, each requiring their own specific greeting.

Some of the things you can do with an Auto Attendant are:

- Define the open and closed hours to play different greetings based on the time of day
- Define a Spell or Dial by Name with the ability to choose who can be reached via this feature
- Create sub menus (Scenario) within an auto attendant as an example direction to the facility, or hours of operation
  - A sub menu or Scenario can allow the caller to press a digit to go elsewhere
  - It can also be set to play a greeting and then transfer the call. Transfer can be to an extension number, a hunt group or back to the main auto attendant greeting just as examples

### To create a new auto attendant

Verify you have your Auto Attendant license

Click on Call Manager, then Auto Attendant and Service Number

In this example an auto attendant already exists so we will be adding a second AA. Click Add

The screenshot shows the IPECS insights web interface. On the left, a sidebar menu has 'Call Manager', 'Auto Attendant', and 'Service Number' highlighted. The main content area is titled 'Service Number' and contains a table with the heading 'Auto Attendant List ( 2 Licenses )'. The table has columns for 'Auto Attendant Name', 'Extension', 'Direct Dial Call Number', and 'Description'. One row is visible with 'Test AA' as the name, extension '810', and 'Test Auto Attendant' as the description. At the bottom right, there are three buttons: 'Add', 'Modify', and 'Delete'. A red arrow points to the 'Add' button.

Auto Attendant Name	Extension	Direct Dial Call Number	Description
Test AA	810	4704812858	Test Auto Attendant

The AA number by default is 810 for the first AA and up for additional AA's, to select a specific AA number within the defined range, click the magnifying glass as indicated by the arrow in example below. All

highlighted fields below must be completed Select either screened or blind transfer and define the Dial by Name feature as Use or Not Used. You can always add this feature at a later date, use this link for those instructions [Dial by Name - Add to Auto Attendant | iPECS Cloud Knowledge Base](#). Click Save to complete changes.

**Auto Attendant List ( 2 Licenses )**

Add Modify Delete

Auto Attendant Name \* Test AA

Auto Attendant Service Number \* 811 Rule Number, Min. 810 ~ Max. 829

Call Barring Profile \* Vertical Demo

Direct Dial Call Number --- NONE ---

Outgoing Caller ID Company Outgoing Caller ID 4704812858

Standard Time Zone \* Company Standard Timezone America/Phoenix(-07:00)

Emergency Number NONE

Transfer Type \* Blind Transfer

Description

Use Dial by Name \*   
 --- Please select ---   
 --- Please select ---   
 Not Used   
 Use Dial by Name

Save Cancel

Next, the schedule needs to be set to define the open vs closed hours and holidays if desired.

If you have multiple Auto Attendants, you will need to choose which AA to modify

Company User Phone Configuration User F

User

Call Manager

Group Settings

Auto Attendant

Service Number

**Schedule Setting**

Scenario Define

Call Center

Conference Room

Shared Line

**Schedule Setting**

Auto Attendant Demo AA (810)

Schedule Demo AA (810)

Test AA (811)

	<input type="checkbox"/>	Schedule Name	Start Time	End Time
1		Closed	00:00	23:59
2	<input type="checkbox"/>	Open	05:00	17:00
3	<input type="checkbox"/>	Holiday	00:00	23:59

It is suggested to rename the default schedule name as that is the catch all schedule and will apply to any time that is not defined. That means that once you define your open hours, any other time will fall under the default schedule and changing the name to Closed will be easier for anyone who maintains this AA

Click on the Basic Schedule line and click Modify to change the name of the Schedule to Closed and save it

**User**

**Call Manager**

- Group Settings
- Auto Attendant
- Service Number
- Schedule Setting**
- Scenario Define
- Call Center
- Conference Room
- Shared Line
- Hot Desk
- Switch Board
- Quick Code on Busy
- DDI Summary
- Digit Conversion
- Call Record Report
- Recording Group
- SIP Device
- Audio Conference Bridge
- Analytics
- Customized Ring Back Tone
- WebFAX
- IPECS One
- Executive Group

**Schedule Setting**

- Auto Attendant: Test AA (811)

**Schedule** **Holiday**

<input type="checkbox"/>	Schedule Name	Start Time	End Time	Day	Use Scenario
<input type="checkbox"/>	811 Basic Schedule	00:00	23:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input checked="" type="checkbox"/> Sat. <input checked="" type="checkbox"/> Sun. <input checked="" type="checkbox"/> Holiday	811 Basic Scenario

View 1 - 1 of 1

[Add](#) [Modify](#) [Delete](#)

Schedule \* **Closed**

Start Time: 00:00 Hour 00 Min

End Time: 23:59 Hour 23 Min

Day: ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday ☒ Holiday

Use Scenario \* 811 Basic Scenario

[Save](#) [Cancel](#)

Next click Add and define the fields highlighted, name the schedule, define the Open hours and make sure to unselect the days of the week that are not part of the Open schedule, click save.

### Schedule Setting

- Auto Attendant: Test AA (811)

**Schedule** **Holiday**

<input type="checkbox"/>	Schedule Name	Start Time	End Time	Day	Use Scenario
<input type="checkbox"/>	Closed	00:00	23:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input checked="" type="checkbox"/> Sat. <input checked="" type="checkbox"/> Sun. <input checked="" type="checkbox"/> Holiday	Closed
<input checked="" type="checkbox"/>	Open	08:00	16:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Sun. <input type="checkbox"/> Holiday	Open

View 1 - 2 of 2

[Add](#) [Modify](#) [Delete](#)

Schedule \* **Open**

Start Time: 08:00 Hour 08 Min

End Time: 16:59 Hour 16 Min

Day: ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday ☐ Sunday ☐ Holiday

Use Scenario \* New Scenario **Open**

[Save](#) [Cancel](#)

You will now have your Open and Closed times defined

### Schedule Setting

- Auto Attendant: Test AA (811)

**Schedule** **Holiday**

<input type="checkbox"/>	Schedule Name	Start Time	End Time	Day
<input type="checkbox"/>	Closed	00:00	23:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input checked="" type="checkbox"/> Sat. <input checked="" type="checkbox"/> Sun. <input checked="" type="checkbox"/> Holiday
<input type="checkbox"/>	Open	08:00	16:59	<input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Sun. <input type="checkbox"/> Holiday

Next, click on **Scenario Define**. Click on the 811 Basic Scenario line (highlighted orange), next populate the fields highlighted in yellow

Name the Scenario Closed to match the Schedule name, define the Scenario type ( options are: General AA, dial and digit to transfer to stations, hunt groups, sub menus, etc. or Basic Dial, which plays a greeting and then transfers the caller to the number in Basic Dial destination field or Announce which will play a greeting and terminates the call, or the Spell by Name options which are covered in another article) then click Browse to select the greeting that will be played for this Scenario that you have saved on your desktop (if you don't have your greeting ready yet, you can use Music On Hold file in it's place until you have the proper greeting. You cannot skip any of these options. Set the number of times the greeting will repeat if the caller doesn't make a selection or presses an undefined digit.

Do not save your work yet, see next step.

Company: My Home User Phone Configuration User Feature Configuration

User: Scenario Define

Auto Attendant: Test AA (811) Scenario: 811 Basic Scenario Search

811 Basic Scenario

Add Scenario Modify Delete

Scenario Digit Setting Key Option

Scenario Name: Closed

Scenario Type: General AA

Scenario Prompt: Closed Greeting.wav Browse Play Down X

Basic Dial:

Repeat Count: 2 (Available Count: 1 - 9)

Save Cancel

The gray bar indicated with the red arrow indicates the next screen to move to which is the Digit Setting. However, all four of those items must be set before you are able to save the AA configuration

The Digit Setting is where you define your one digit dialing destinations which can be extensions, hunt groups, external numbers, etc., see example below

## Scenario Define

Auto Attendant: Test AA (811) Scenario: 811 Basic Scenario

811 Basic Scenario



Scenario Digit Setting Key Option


1	Short Dial	101
2	Short Dial	102
3	Short Dial	401
4	Short Dial	92178675309
5	NONE	
6	NONE	
7	NONE	
8	NONE	
9	NONE	
0	Short Dial	100

Up next define the Key options. This defines the minimum number of digits that can be dialed which would be 1, then the max number of digits which is going to be the extension number length. Finally, they have three options at the end of each greeting, those options are Retry Key(which will repeat the message),

Previous Key, which will send them back to where they were before they pressed that key and Start Point, which means if they are a couple options deep in a few sub menus, they will go back to the first AA. Set the \* or a # for which ever option you want and as you will see one of them will not be defined.

## Scenario Define

· Auto Attendant  · Scenario


 811 Basic Scenario

Scenario	Digit Setting	Key	Option
Min. Digit *	<input type="text" value="1"/>		
Max. Digit *	<input type="text" value="3"/>		( Max 5 digits )
Retry Key	<input type="text" value="*"/>		
Previous Key	<input type="text" value="#"/>		
Start Point Key	<input type="text" value="NONE"/>		

The last thing that must be defined is the Option screen. This is where greetings are inserted that will play to the caller when they make certain selections. Consult VConnect in the iPECS section for sample greetings. The No Match and No input options must be populated and then you can save these AA settings.

## Scenario Define

· Auto Attendant  · Scenario


 811 Basic Scenario

Scenario	Digit Setting	Key	Option
No Match Announcement *	<input type="text" value="No Match.wav"/>	<input type="button" value="Browse"/>	<input type="button" value="Play"/> <input type="button" value="Down"/>
No Input Announcement *	<input type="text" value="No Input.wav"/>	<input type="button" value="Browse"/>	<input type="button" value="Play"/> <input type="button" value="Down"/>
Transfer Announcement	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Play"/> <input type="button" value="Down"/> <input type="button" value="X"/>
Busy Announcement	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Play"/> <input type="button" value="Down"/> <input type="button" value="X"/>
Vacant Number Announcement	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Play"/> <input type="button" value="Down"/> <input type="button" value="X"/>
Other Errors Announcement	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Play"/> <input type="button" value="Down"/> <input type="button" value="X"/>

Now the same steps must be taken to create the options that will be available to callers during the defined Open hours. Return to the Scenario Define section above and repeat.

## Scenario Define

· Auto Attendant  · Scenario

 Closed

Be sure you set any numbers that should ring to the AA. You can set one DID to ring to the AA, see info below. If you need multiple numbers forwarded to the same AA, you will need to route them via the DDI screen, see example below

**Service Number**

Auto Attendant List ( 2 Licenses )

	<input type="checkbox"/> Auto Attendant Name	Extension	Direct Dial Call Number	Description
1	<input checked="" type="checkbox"/> Demo AA	810	4704812858	Test Auto Attendant
2	<input type="checkbox"/> Test AA	811		

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Add Modify Delete

Auto Attendant Name \* Demo AA

Auto Attendant Service Number \* 810 Rule Number, Min. 810 ~ Max. 829

Call Barring Profile \* Vertical Demo

Direct Dial Call Number 4704812858

Outgoing Caller ID Company Outgoing Caller ID 4704812858

Standard Time Zone \* Override America/Louisville(-05:00)

Emergency Number NONE

Transfer Type \* Blind Transfer

Description Test Auto Attendant

Use Dial by Name \* Use Dial by Name

Dial by Name Play Type \* Extension Play

DDI screen showing numbers pointed to the AA

Notice line 1 does not have the square available to change the destination via this screen. This is because the number was assigned on the AA programming, see example directly above. Line 10 in the example below shows a number set to ring to the AA all the time.

**DDI Summary**

Site All Sites Search

DDI Convert List

	Site	DDI	Time Zone	Converted Number Type	Always	Day	Night	Timed	Alpha Tag	Remark
1	<input type="checkbox"/> Vertical Demo	4704812858		ServiceEXT-AA	810					Demo AA
2	<input type="checkbox"/> Vertical Demo	4704812859		Digit	402					old 104 DID
3	<input type="checkbox"/> Vertical Demo	4704812860		Digit	401					Old 105 DID
4	<input type="checkbox"/> Vertical Demo	5028057999		Digit	106					Jason S
5	<input type="checkbox"/> Vertical Demo	4708855617		Digit	298					Demo System
6	<input type="checkbox"/> Vertical Demo	4708855216		Extension	108					IP ATD
7	<input type="checkbox"/> Vertical Demo	6143009897		Extension	205					Eric Caughenbaugh
8	<input type="checkbox"/> Vertical Demo	4042630194		Digit	207					Curtis 207
9	<input type="checkbox"/> Vertical Demo	4042630195		Digit	208					Curtis 208
10	<input type="checkbox"/> Vertical Demo	4702737101		Digit	810					Sales

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Modify Delete BulkEdit List Download

Test AA